

**Transactional Technologies, LLC**  
**Virtual Terminal User Manual (vtum 2.0.0)**  
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# 1 Introduction

## 1.1 Purpose

The purpose of this document is to provide information to the user in regards to installation, configuration and use of the Virtual Terminal application. If the end user has a question or concern, the end user can contact the Transactional Technologies 24/7 Customer Support Center for assistance.

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## 1.2 Syntax Conventions

The conventions used to present command syntax in this manual are described as follows:

- Square brackets [ ] indicate menu items
- Angled brackets < > indicate specific buttons on the application window.
- *Courier* indicates keywords or commands that are entered literally as shown. In actual configuration examples and output (not general command syntax), *courier* indicates commands that are manually input by the user.
- *Italics* indicates title elements (windows, text boxes, etc.)
- **Boldface** indicates keywords.

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## 2 Prerequisites

This section defines the prerequisites required in preparation and installing the VTJetCom software. It explains how to obtain the software and provides information in regards to the removal of previous versions, as well as the procedure for installing the current version prior to first using the software.

### 2.1 Obtaining the VTJetCom Software

The Virtual Terminal (VTJetCom) can be downloaded, free of charge, from the following location:

FTP Site: ftp://zubat.jetpay.com  
User-ID: dnload  
Password: dnload

#### **NOTE:**

*If connecting to the FTP site from a web browser (Internet Explorer®, Netscape®, etc.), enter ftp://dnload:dnload@zubat.jetpay.com in the URL field (see Figure 2-1).*

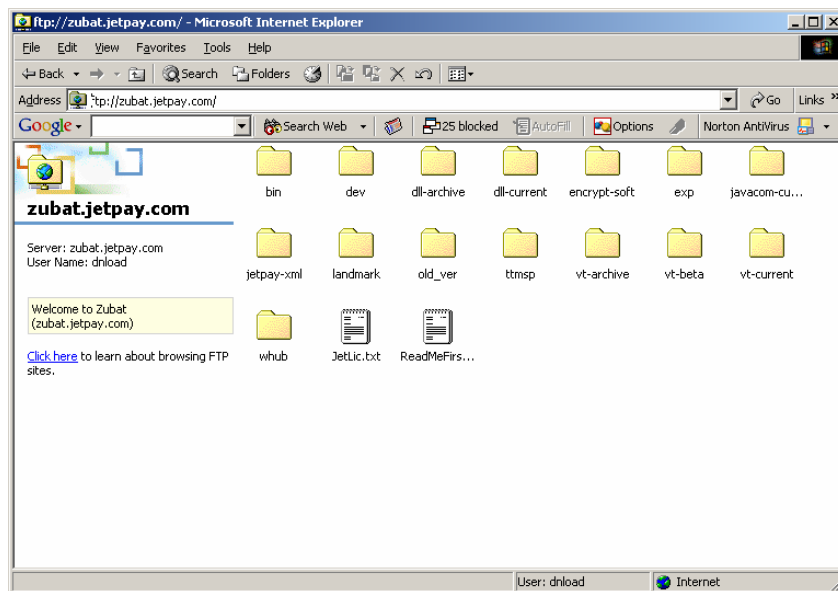


Figure 2-1: FTP Download

Navigate to the “vt-current” directory/folder (see Figure 2-2).

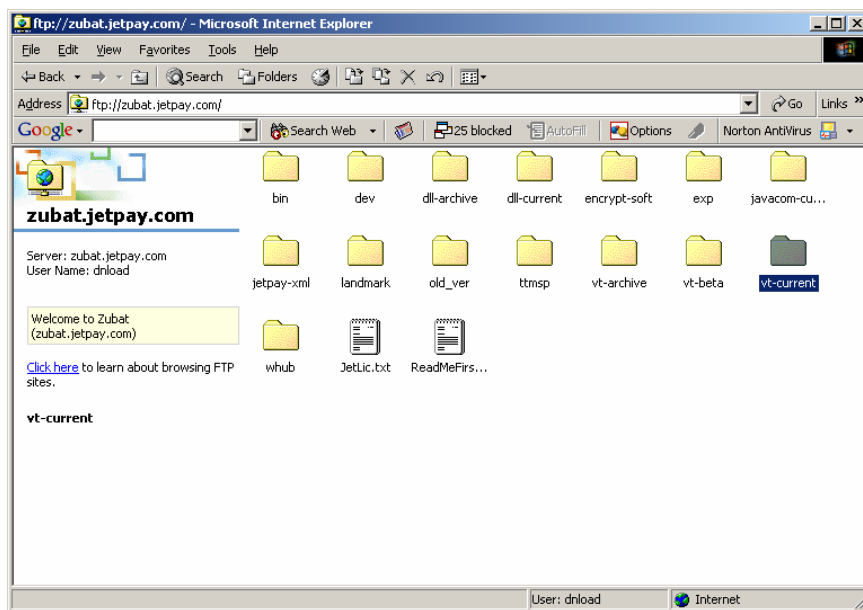


Figure 2-2: FTP Download Directory

Download the executable file displayed in the window (copy and paste to desktop). The file name is formatted as **VirtualTerminalYYYYMMDD.exe**, where YYYMMDD is equal to the 4-digit year, month and day that the executable file was compiled (see Figure 2-3).

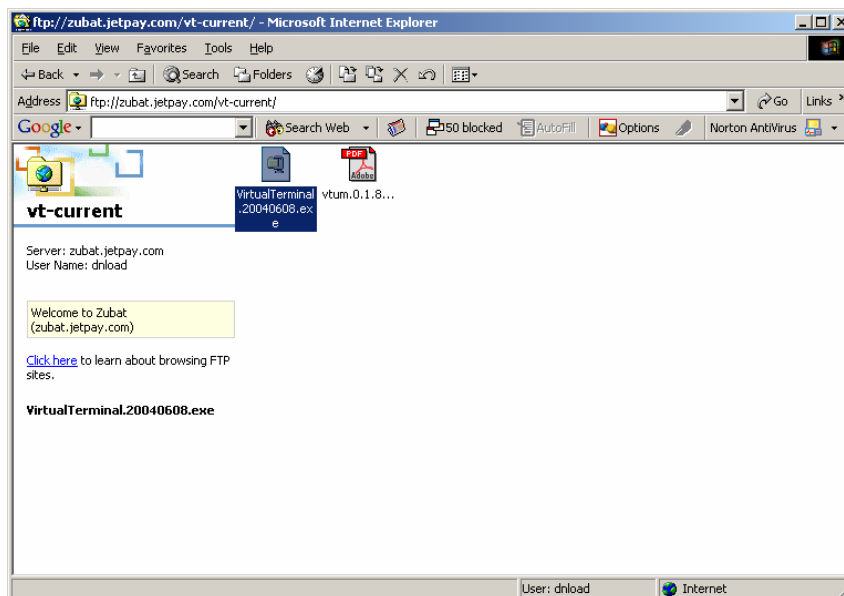


Figure 2-3: FTP Download Files

## **NOTE:**

*In addition to the executable VTJetCom installation application, the merchant may desire to download the portable document formatted (.pdf) Virtual Terminal User Manual (VTUM). This user manual is located in the same directory as the installation package.*

If unable to download via the Internet, contact the Transactional Technologies Customer Support Center for assistance.

## 2.2 Identification and Removal of Previous VTJetCom Applications

### **NOTE:**

*To ensure a successful application download over the Internet to a host terminal, the following steps must be performed before initiating a download to each terminal.*

- Verify the Windows operating system running on the terminal (i.e., Windows 95®, Window 98®, Windows 2000®)
- Remove all VTJetCom versions currently installed on the terminal
- Click on [Start] + [Setting] + [Control Panel]
- Select [Add/Remove Programs].
- The **Add/Remove Programs** window will appear (see Figure 2-9).

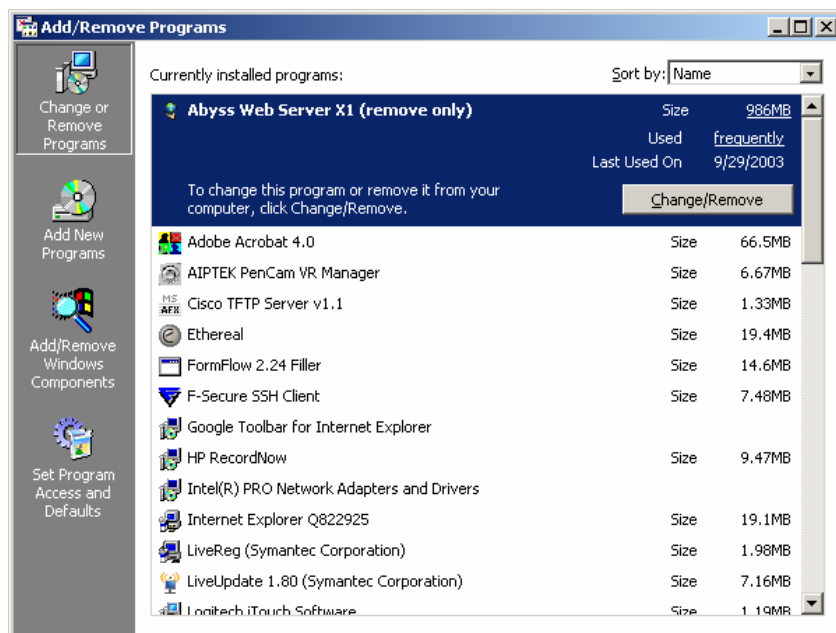


Figure 2-9: Add/Remove Programs Window

- Scroll down in this window and locate/click on the **VTJetCom** software listed (see Figure 2-10).

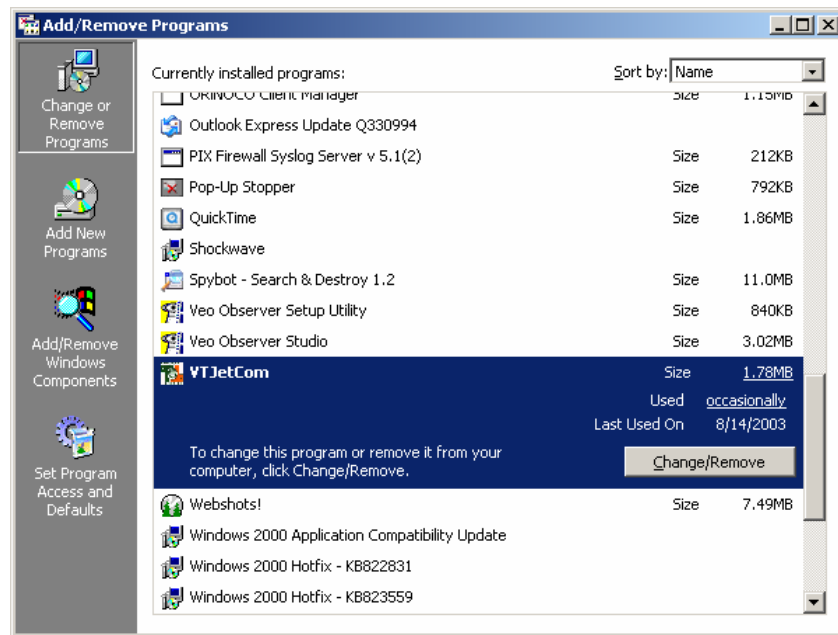


Figure 2-10: Add/Remove VTJetCom

- Click on the <Change/Remove> button to remove the application from the system.
- The automatic application removal will begin. When prompted for verification of removal (see Figure 2-11), click on the <Yes> button.

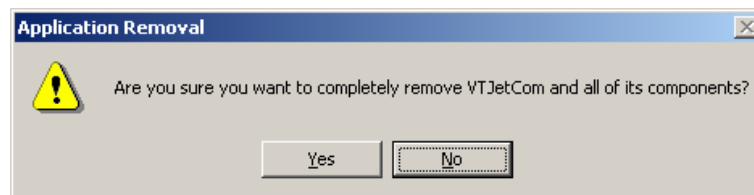


Figure 2-11: Verification of Application Removal

- The operator will be notified once the application has been removed (see Figure 2-12). When the notification pop-up appears, click on the <OK> button.

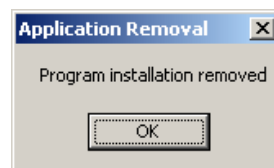


Figure 2-12: Application Removal Notification

## 2.3 System Settings

It is recommended that the video display resolution not be set lower than 1024 x 768. If the resolution is below this recommended level, the Virtual Terminal window will not fit on the screen and the user will be unable to see part of the terminal window.

## 2.4 Install the VTJetCom Application Software



*If the Virtual Terminal is being installed on a Windows 95®, Windows 98® or Windows ME® platforms, please read Chapter 15 (Addendum) before continuing.*

Locate the “VirtualTerminal.YYYYMMDD.exe” file previously downloaded to the desktop. Double-click on this file to begin the installation.

The first window to appear is to inform the installer that the Virtual Terminal software is about to be installed (see Figure 2-13).



Figure 2-13

Click on the <OK> button. The *WinZip Self-Extractor – VirtualTerminal.030414.exe* window will appear (see Figure 2-14). Click on the <Setup> button to begin the installation.

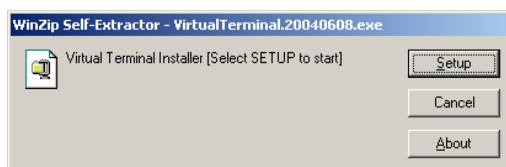


Figure 2-14

The same window will provide the installer with a status of the files being extracted from a compressed state (see Figure 2-15).

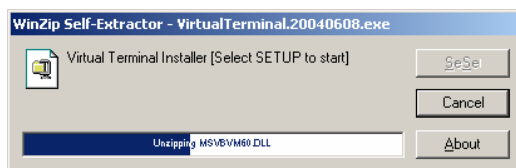


Figure 2-15

The initial *Install* window will appear indicating that temporary installation files are being copied (see Figure 2-16).



Figure 2-16

The *VTJetCom Setup* window will appear (see Figure 2-17). Click on the <OK> button.

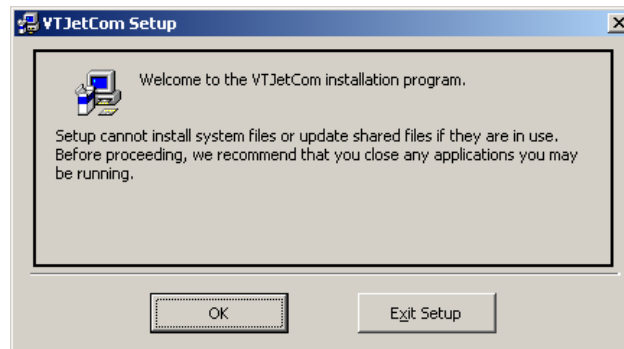


Figure 2-17

A screen will appear containing the software license agreement. (See Figure 2-18) After reading this agreement, select <I Accept the Agreement>, then <Next> to continue the installation.

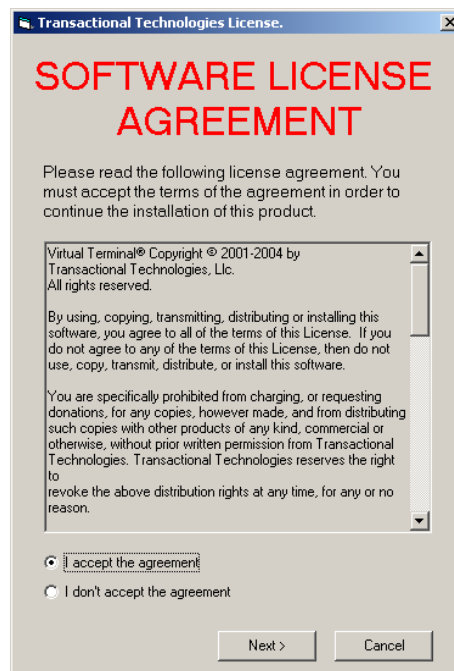


Figure 2-18



A second *VTJetCom Setup* window will appear (see Figure 2-19). To begin the installation, click on the large button (picture of a computer) in the upper left corner.

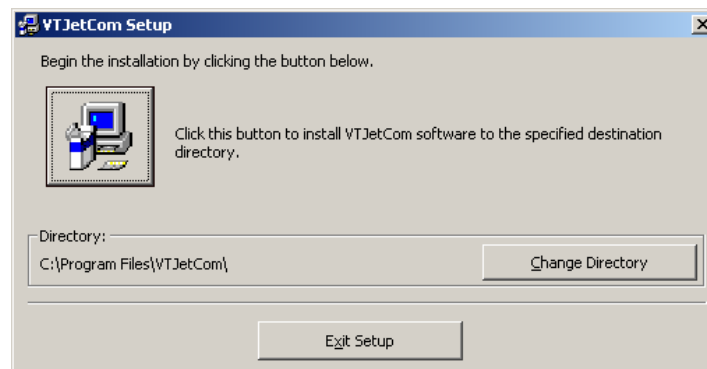


Figure 2-19

The *VTJetCom – Choose Program Group* window will appear (see Figure 2-20). Ensure that the “Program Group:” is set to **VTJetCom** and then click on the <Continue> button.

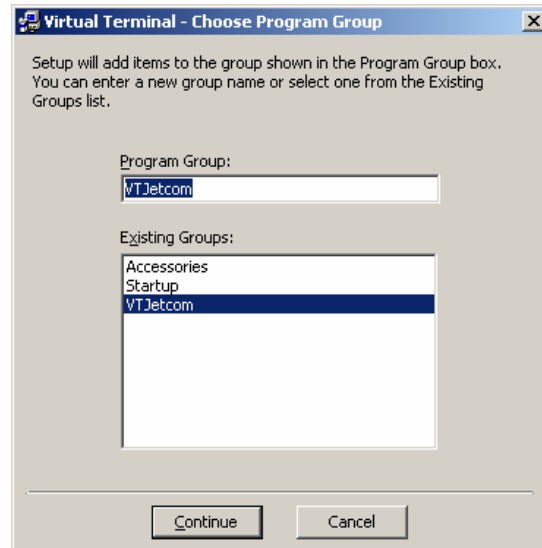


Figure 2-20

The *VTJetCom Setup* window will appear providing the installer with the status of the software installation (see Figure 2-21).

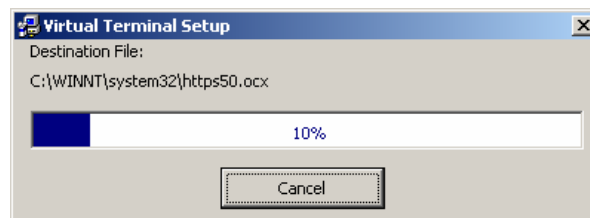


Figure 2-21

The amount of time required to install the software is short. Upon completion of the installation, the installer will be informed that the setup was completed successfully (see Figure 2-22). Click on the <OK> button.

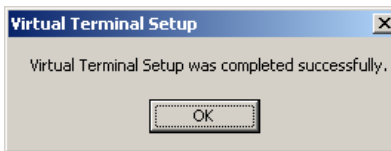


Figure 2-22

## 2.5 Installing Security Certificates

After completely installing Virtual Terminal, the security certificates must be installed in the proper directory in order for the software to communicate properly. To begin, open Windows Explorer (see Figure 2-23) and navigate to the VTJetCom folder (see Figure 2-24).

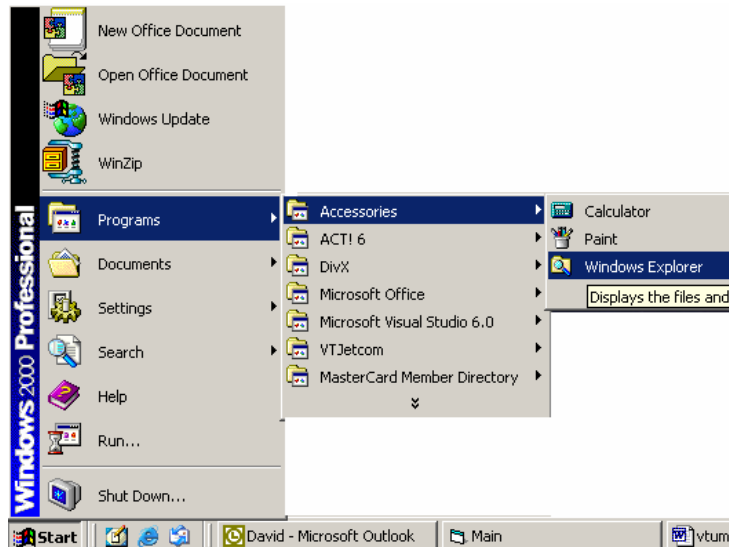


Figure 2-23

The VTJetCom folder should be located in the folder *Program Files* under the local C: drive.

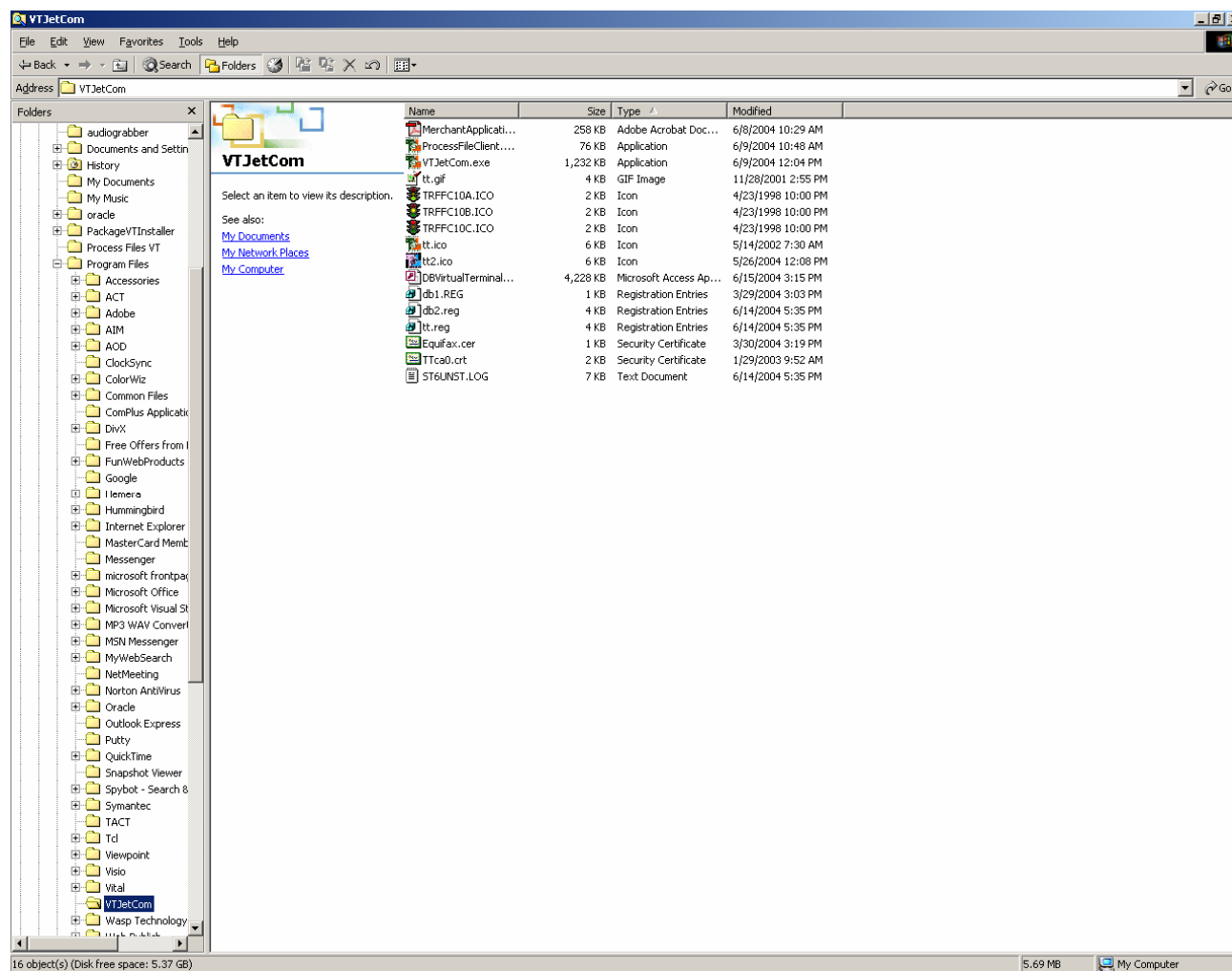


Figure 2-24

In the VTJetCom folder is a file named TTca0.crt (see Figure 2-25). Double click on this file to open it.

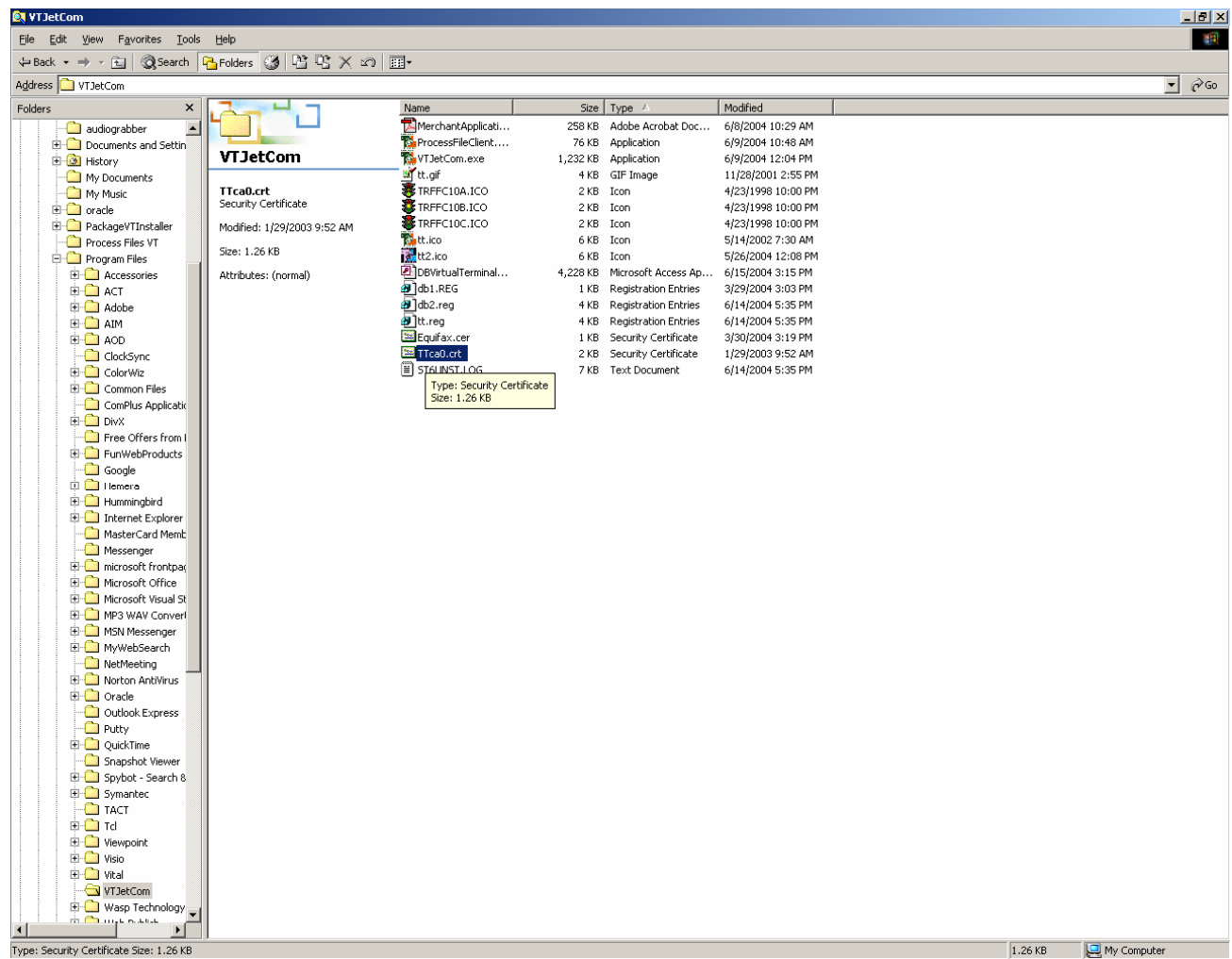


Figure 2-25

Opening this file will open the Certificate Information dialog box (see Figure 2-26).

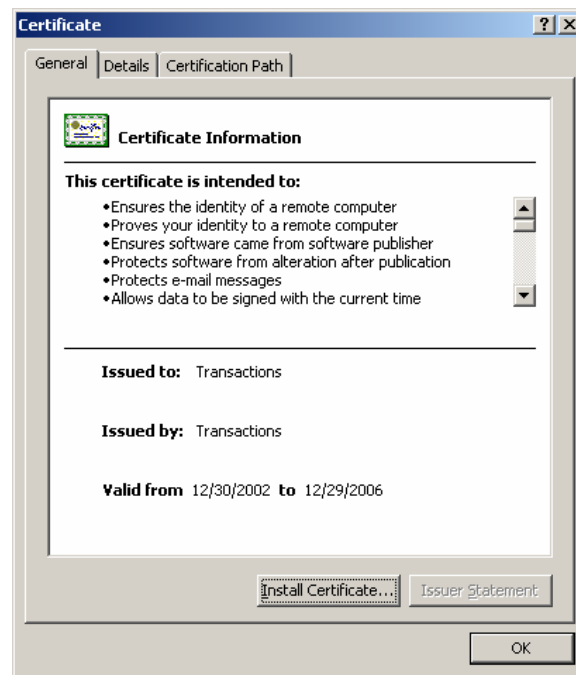


Figure 2-26

Click on the button <Install Certificate>, which will start the Certificate Import Wizard (see Figure 2-27).



Figure 2-27

Click <Next > to continue. This screen will determine in what folder the certificate will be stored. Choose the option to *Place all certificates in the following store* (see Figure 2-28), then click <Browse> to continue.

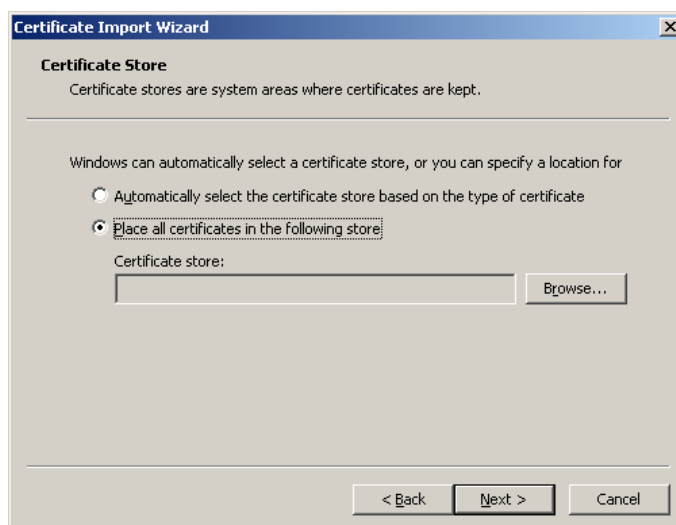


Figure 2-28

You will now see a list of folders (see Figure 2-29). Choose the folder titled Trusted Root Certification Authorities, then choose <OK>.



Figure 2-29

This will return you to the screen for *Certificate Store*, but will include the name of the storage folder (see Figure 2-30).

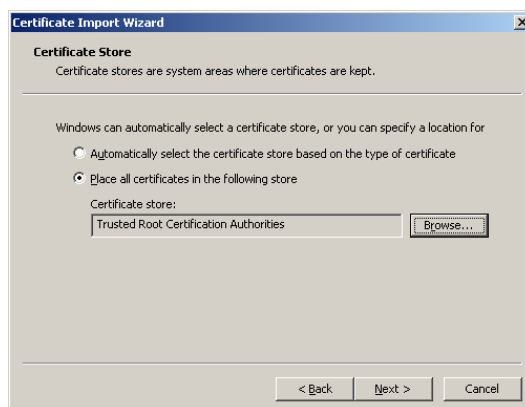


Figure 2-30

Click <Next > to continue. This will continue into the completion screen (see Figure 2-31.)



Figure 2-31

Click on <Finish>, and the *Root Certificate Store* warning window will appear (see Figure 2-32). Click on the <Yes> button.

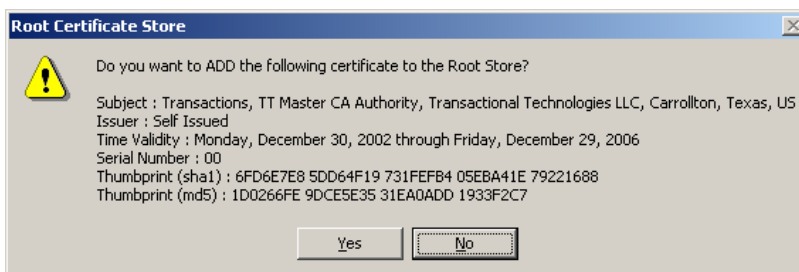


Figure 2-32

Now, you should see a box saying the import was successful (see Figure 2-33). Click <OK> and then close the Certificate Information screen by clicking <OK> again.



Figure 2-33

Now the only screen showing is the Windows Explorer screen. Double click on the file named Equifax.crt (see Figure 2-34), and repeat the above procedure step by step, placing the Equifax certificate into the Trusted Root Certification Authorities as well.

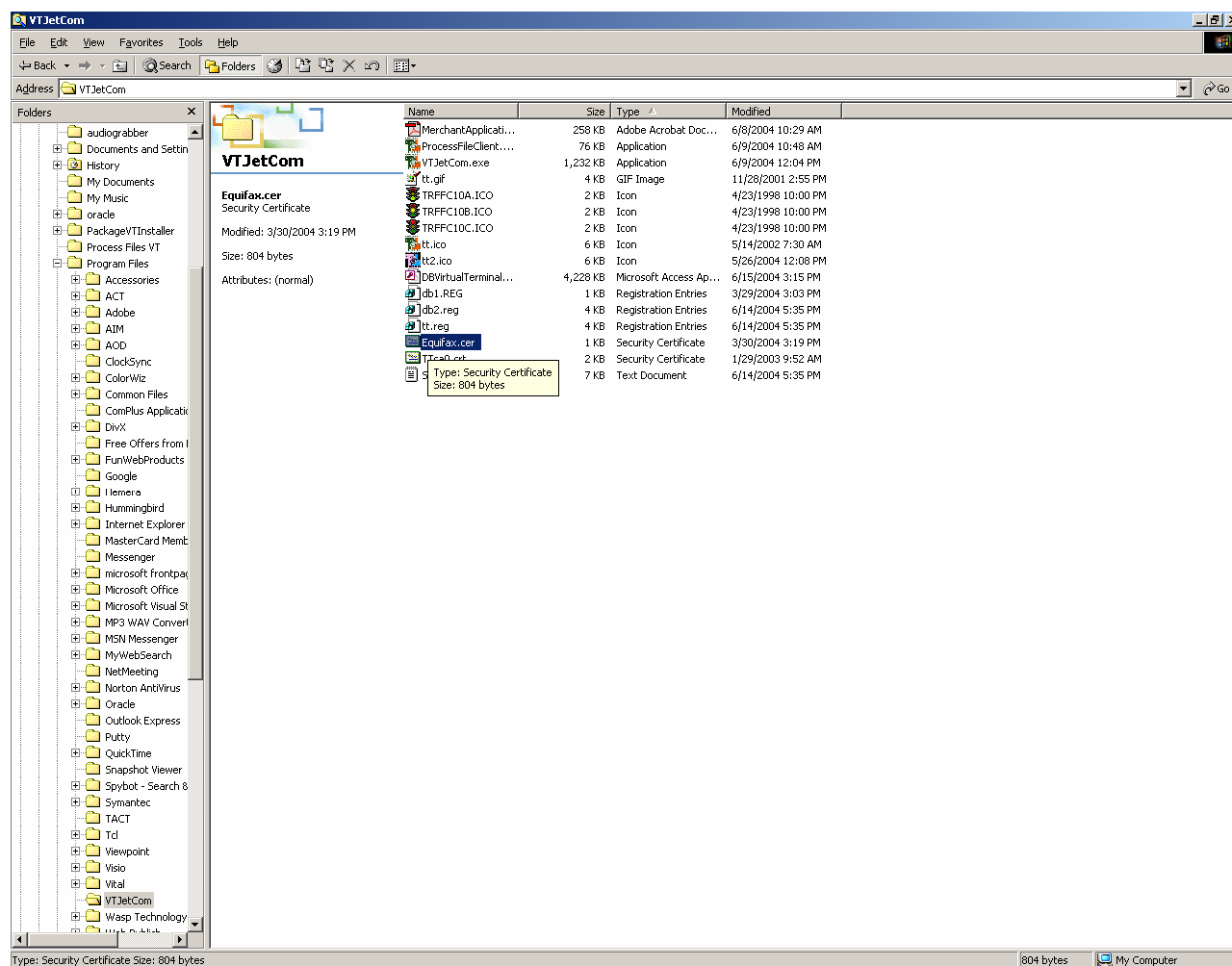


Figure 2-34

This concludes the installation of the Transactional Technologies Trusted Root CA certificate. If the operating system on the machine running Virtual Terminal is Windows 98® or earlier, proceed to the addendum in Section 15.3. Otherwise, continue.

### 3 Configuring the VTJetCom Software

Before beginning the installer must know the following information:

- Terminal ID
- Internet connection is available
- Have configured a printer within the Windows® operating system for use in printing receipts.

To launch the application, from the Windows menu bar select [Start] + [Programs] + [VTJetCom] + [VTJetCom] (see Figure 3-1).



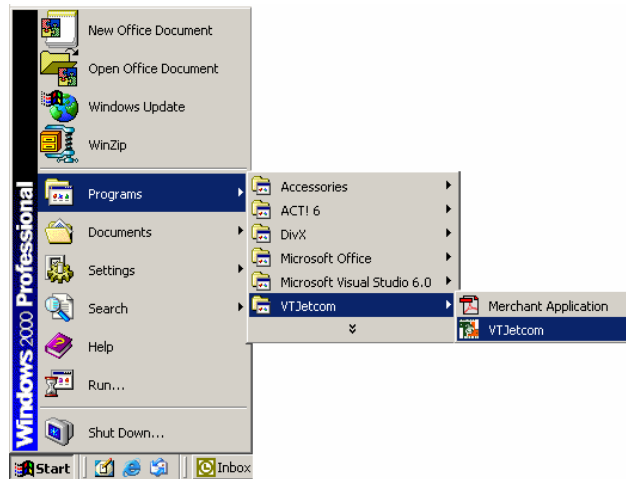


Figure 3-1

The first time the VTJetCom software is executed, a “Data Base Connection Error” may appear (see Figure 3-2).

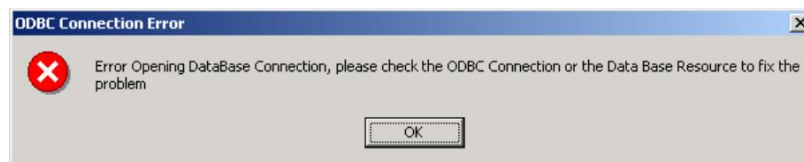


Figure 3-2

If this occurs, click on the <OK> button. The *ODBC Data Source Name* window will appear (see Figure 3-3).

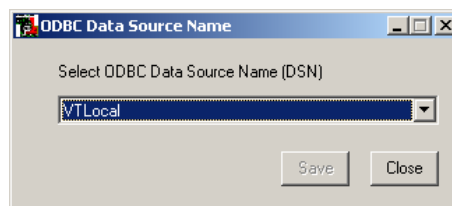


Figure 3-3

This menu defaults to VTLocal. You only need to change this if you have a previous database existing on a host computer in a multi-computer environment that you would like this terminal to access. If this is the case, and the host computer has already been mapped, select the previous database from the drop-down menu (see Figure 3-4).

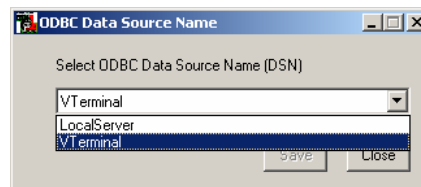


Figure 3-4

Click on the <Save> button and then click on the <Close> button. The Virtual Terminal – Retail window will appear (see Figure 3-5).

The screenshot shows the 'Virtual Terminal - Retail' application window. The title bar includes a menu bar with 'File', 'Options', 'Features', 'Passwords', 'Reports', and 'About'. On the left, there is a list of transaction types: SALE, AUTH ONLY (selected), FORCE, REFUND, VOID, CAPTURE, CHECK, CHECK VOID, CHECK REVERSAL, and INQUIRY. Below this is the 'Transactional Technologies' logo. The main area is divided into two sections: 'Transaction Information' and 'Response Information'. The 'Transaction Information' section contains fields for CARD NUMBER (highlighted in green), EXPIRATION DATE (MMYY), CV2, TOTAL AMOUNT, Tax Amount, Card Holder Name, Approval Code, Order Number, Transaction ID, User Data 1, User Data 2, User Data 3, and a 'PROCESS AS' dropdown menu. A 'MANDATORY FIELDS' label is present below these fields. The 'Response Information' section contains fields for Response / Status, Action Code, CV2 Response, Authorization Code, and Response Transaction ID. At the bottom, there are buttons for 'Reprint Last', 'Close', 'Clear Fields', and 'Submit'. A 'JetPay.com Powered by' logo is also visible.

Figure 3-5

The installer must configure the application before use. To configure the Virtual Terminal application, select [Options] from the top-line menu and then select [Configure] (see Figure 3-6).

This screenshot shows the same 'Virtual Terminal - Retail' application window, but with the 'Options' menu open. The menu items are: Terminal Type, Configure (highlighted), Diagnostics, Get Card Number, and Close Batch Reporting. The rest of the interface, including the transaction and response information fields, remains the same as in Figure 3-5.

Figure 3-6

The *Virtual Terminal - Config* window will appear (see Figure 3-7).

**Virtual Terminal - Config**

Terminal ID Config    Features Config    HTTPS Settings

**General Config**    Retail Config    Mail-Telephone Config

Terminal Behavior

Startup Terminal: **Mail-Telephone Order**

Merchant Name:

Merchant GIF:  ...

Merchant ICON:  ...

Receipt Format

Clear Fields

Receipt Header Line 1:

Receipt Header Line 2:

Receipt Header Line 3:

Receipt Header Line 4:

Receipt Trailer:

☐ Associate Terminal ID with Headers in the Receipt

Optional Features for Receipt

☐ Order Number    ☐ Exp Date    ☐ User Data 2

☐ Origin    ☐ User Data 1    ☐ User Data 3

OK    Cancel    Apply

Figure 3-7

### 3.1 Terminal ID Config

Click on the tab labeled *Terminal ID Config*. This section is divided into two parts, one detailing the settings available in Process File Terminal mode, which will be further explained in section 4.6, and the other section for the settings available when not operating as a Process File Terminal.

#### 3.1.1 Settings for Non Process File Terminal Mode

The *Terminal ID Config* settings will appear (see Figure 3-8).

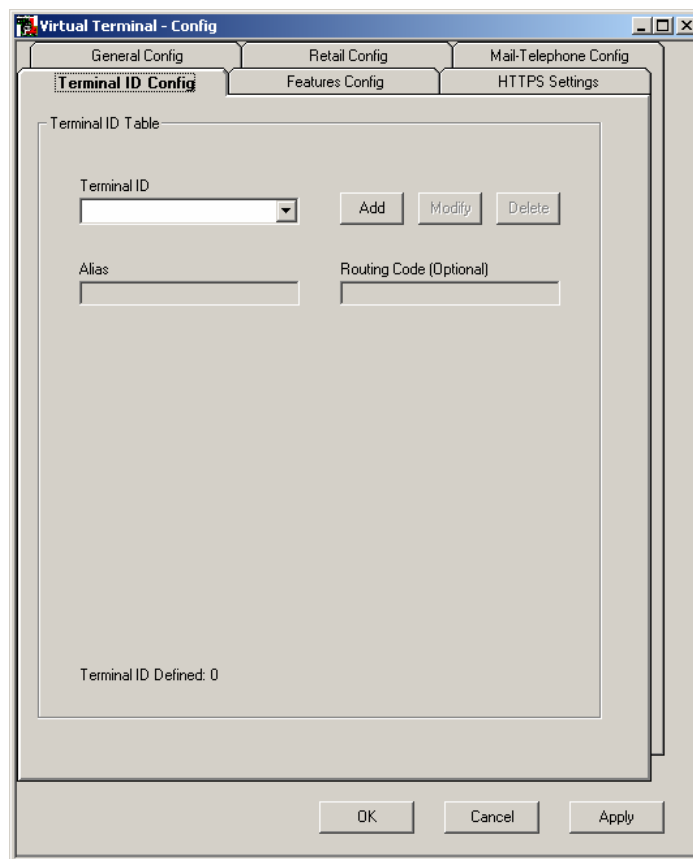


Figure 3-8

This window is configured with three fields (Terminal ID, Alias, and Routing Code (Optional)). An unlimited number of Terminal ID's can be created. However, Terminal ID's are NOT assigned arbitrarily but must be provided to the merchant by Transactional Technologies. To create a Terminal ID, you click on the <Add> button. To modify a Terminal ID, select (click on) the appropriate Terminal ID and then click on the <Modify> button. To delete a Terminal ID, select the appropriate Terminal ID and then click on the <Delete> button.

### 3.1.1.1 Adding a Terminal ID

To create a Terminal ID, click on the <Add> button. The *Add Terminal ID* window will appear (see Figure 3-9).

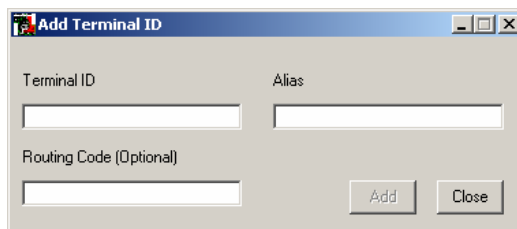


Figure 3-9

Enter a Terminal ID in the "Terminal ID" field. This must be entered in CAPITAL letters and can be no more than twelve alpha-numeric characters and can contain no special characters (i.e., @, %, \$, etc.). If you have not yet been issued your permanent Terminal ID, TESTTERMINAL

is a valid Terminal ID set up for a test environment and can be used to familiarize oneself with the software.

Enter a name in the “Alias” field to identify the Terminal ID (see Figure 3-10).

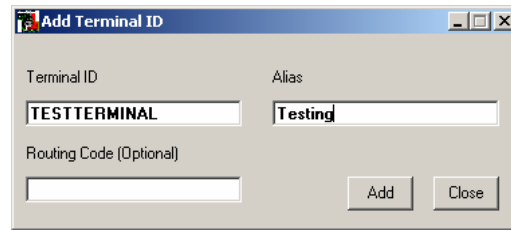
A dialog box titled "Add Terminal ID" with a standard Windows window border. It contains two text input fields: "Terminal ID" with the text "TESTTERMINAL" and "Alias" with the text "Testing". Below the "Terminal ID" field is a third field labeled "Routing Code (Optional)" which is empty. At the bottom right are two buttons: "Add" and "Close".

Figure 3-10

Click on the <Add> button. The Terminal ID/Alias will be added and the fields will return empty. To add another Terminal ID, enter the appropriate data and click on the <Add> button. If no more terminal ID's are to be configured, click on the <Close> button.

### 3.1.1.2 Modifying a Terminal ID

To modify a Terminal ID, select the appropriate Terminal ID in the “Terminal ID” drop-down list and then click on the <Modify> button (see Figure 3-11).

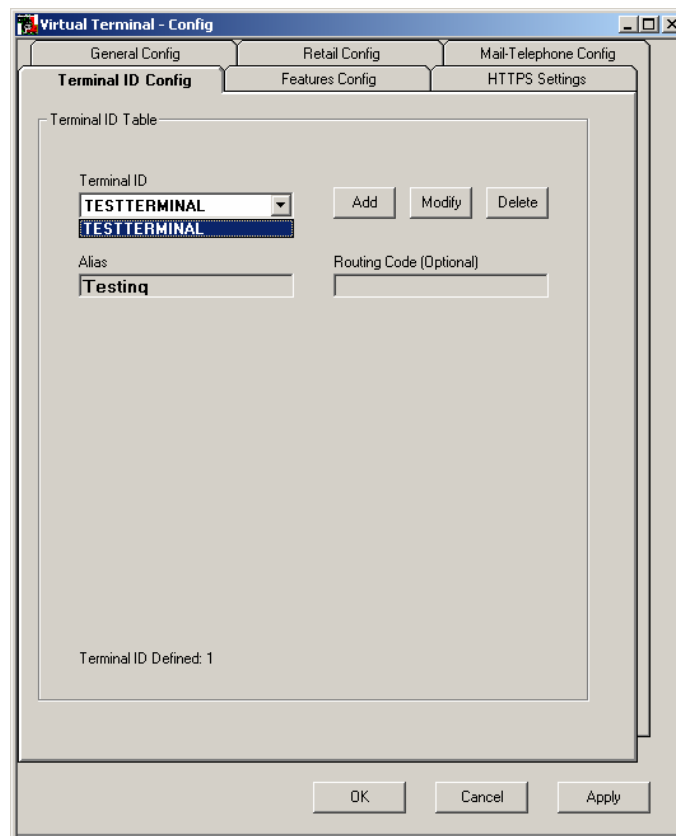
A complex configuration window titled "Virtual Terminal - Config" with multiple tabs. The "Terminal ID Config" tab is active. It features a "Terminal ID Table" section with a drop-down menu showing "TESTTERMINAL" selected. To the right of the table are "Add", "Modify", and "Delete" buttons. Below the table, there are fields for "Alias" (containing "Testing") and "Routing Code (Optional)". At the bottom left of the table area, it says "Terminal ID Defined: 1". The bottom of the window has "OK", "Cancel", and "Apply" buttons. Other tabs visible include "General Config", "Retail Config", "Mail-Telephone Config", "Features Config", and "HTTPS Settings".

Figure 3-11

The *Modify Terminal ID* window will appear. Make the appropriate modification and then click on the <Save> button. Click on the <Close> button once all modifications have been made and verified (see Figure 3-12).

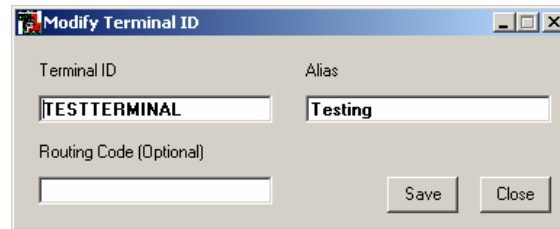


Figure 3-12

You will be returned to the *Virtual Terminal - Config* window.

### 3.1.1.3 Deleting a Terminal ID

To delete a Terminal ID, select the appropriate Terminal ID in the “Terminal ID” drop-down list and then click on the <Delete> button (see Figure 3-13).

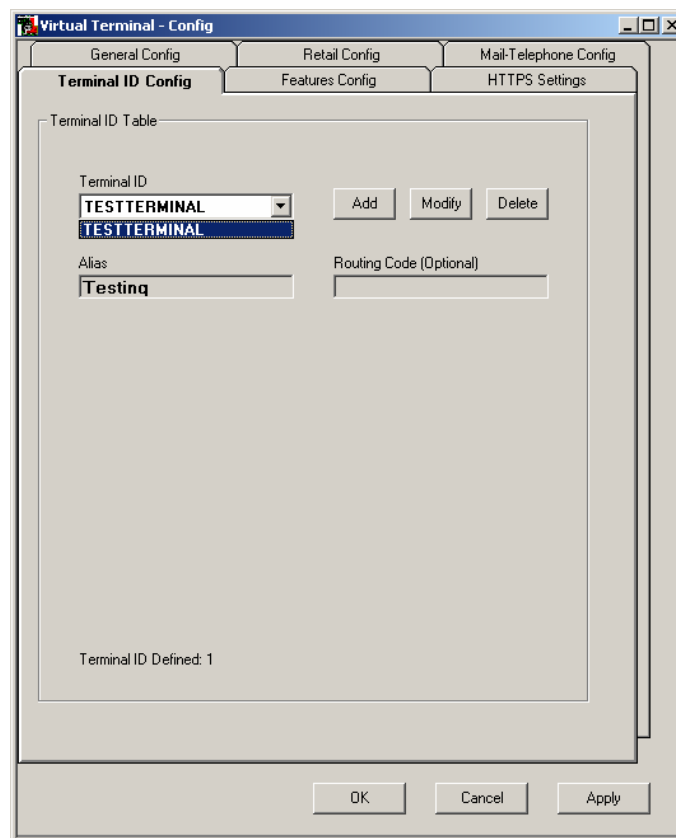


Figure 3-13

A window will appear requesting verification to delete the selected Terminal ID (see Figure 3-14). If the Terminal ID displayed is the appropriate ID to delete, click on the <Yes> button. Otherwise, click on the <No> button.

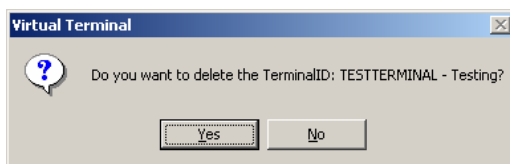


Figure 3-14

### 3.1.2 Process File Terminal Mode

When the Process File Terminal setting has been selected in the *Features Config* tab, as discussed in section 4.6, the *Terminal ID Config* tab will appear slightly different (see Figure 3-15).

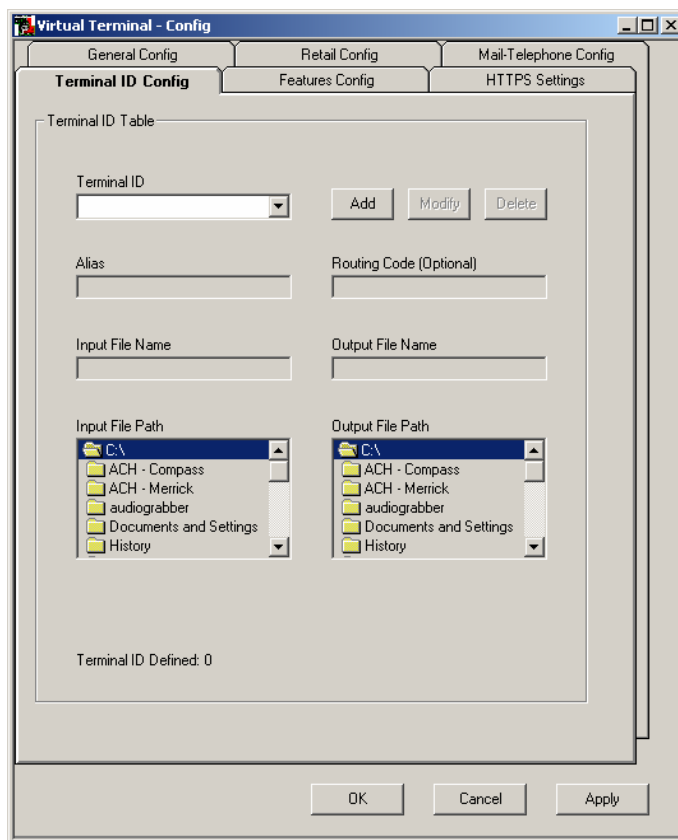


Figure 3-15

#### 3.1.2.1 Adding a Terminal ID

To add a terminal ID, click on the <Add> button, and the *Add Terminal ID* window will appear (see Figure 3-16).

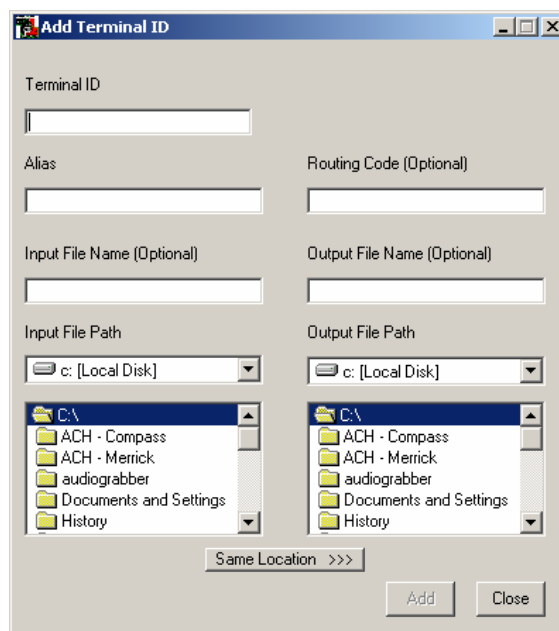


Figure 3-16

Enter a Terminal ID in the “Terminal ID” field. This must be entered in CAPITAL letters and can be no more than twelve alpha-numeric characters and can contain no special characters (i.e., @, %, \$, etc.). If you have not yet been issued your permanent Terminal ID by our staff, TESTTERMINAL is a valid Terminal ID that has been set up for a test environment and can be used to familiarize a user with the software.

Enter a name in the “Alias” field to identify the Terminal ID (see Figure 3-17).

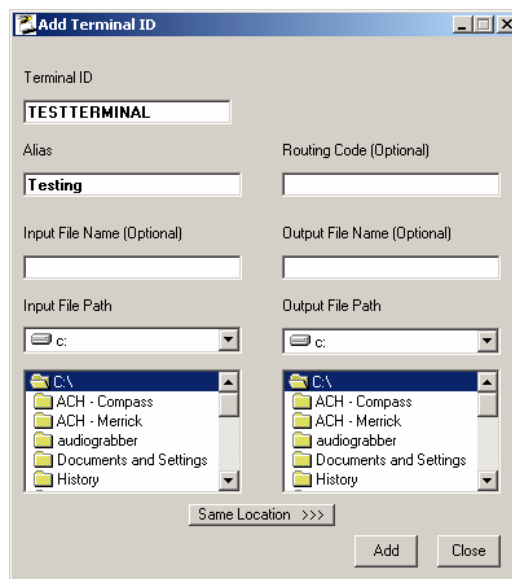


Figure 3-17

Choose the paths for your input file and output file, or click on <Same Location >>> > if the paths are the same. Enter the input and output file names if you wish (see figure 3-18). If an input filename is not specified, the software will try to process all files located in the given directory, excepting only those with extensions of “\*.ANS”, “\*.ERR”, or “\*.END”. If the output



filename is not defined, the output file will be the input file, renamed with an extension of “.ANS”.

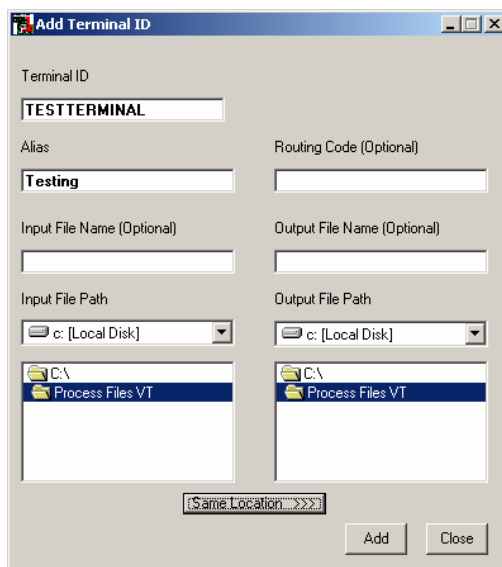


Figure 3-18

Click on the <Add> button. The Terminal ID/Alias will be added and the fields will return empty. To add another Terminal ID, enter the appropriate data and click on the <Add> button. If no more terminal ID's are to be configured, click on the <Close> button.

### 3.1.2.2 Modifying a Terminal ID

To modify a Terminal ID, select the appropriate Terminal ID in the “Terminal ID” drop-down list and then click on the <Modify> button (see Figure 3-19).

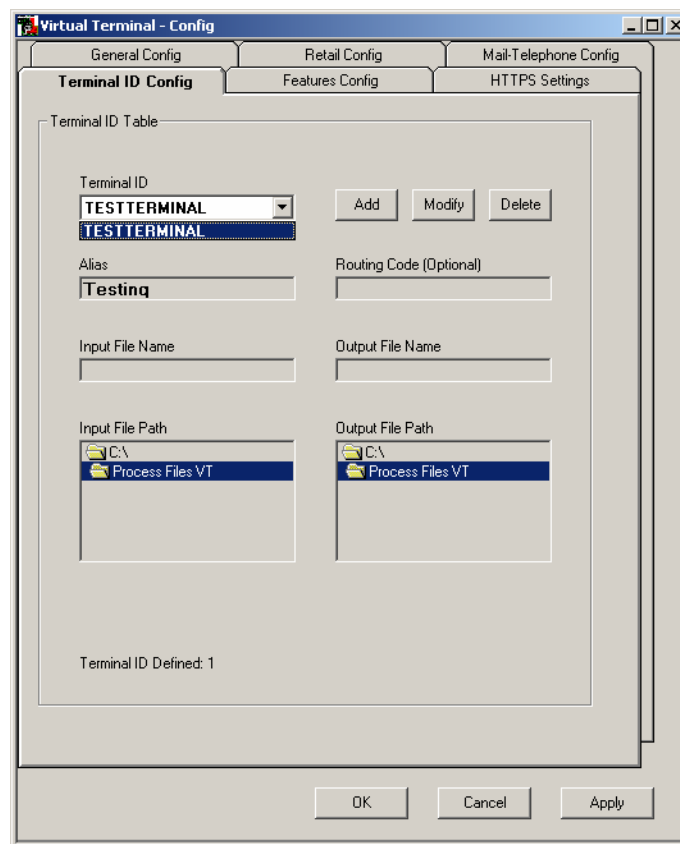


Figure 3-19

The *Modify Terminal ID* window will appear. Make the appropriate modification and then click on the <Save> button. Click on the <Close> button once all modifications have been made and verified (see Figure 3-20).

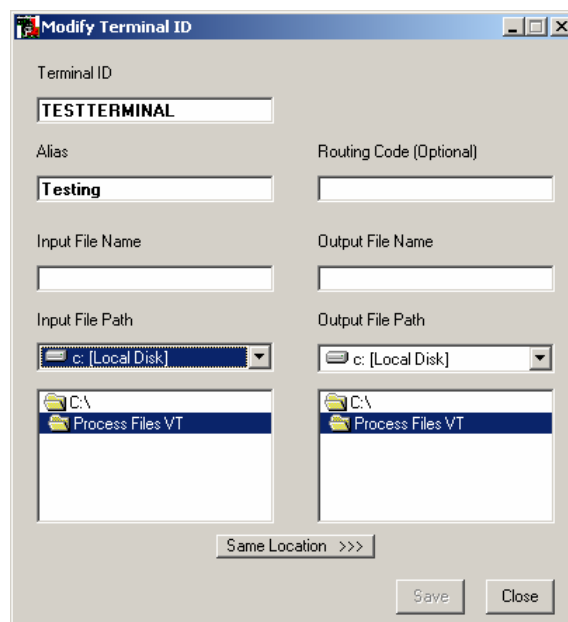


Figure 3-20

You will be returned to the *Virtual Terminal - Config* window.

### 3.1.2.3 Deleting a Terminal ID

To delete a Terminal ID, select the appropriate Terminal ID in the “Terminal ID” drop-down list and then click on the <Delete> button (see Figure 3-21).

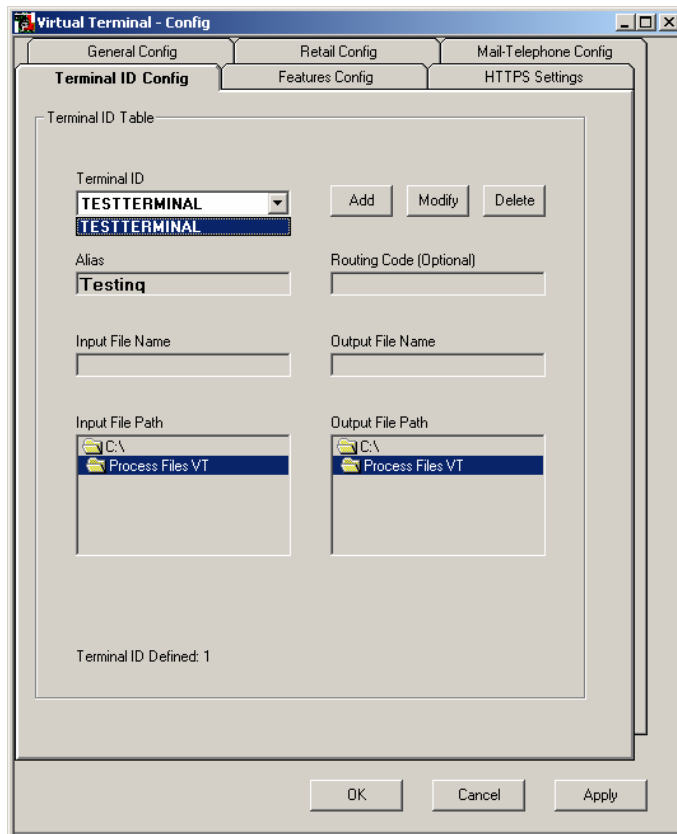


Figure 3-21

A window will appear requesting verification to delete the selected Terminal ID (see Figure 3-22). If the Terminal ID displayed is the appropriate ID to delete, click on the <Yes> button. Otherwise, click on the <No> button.

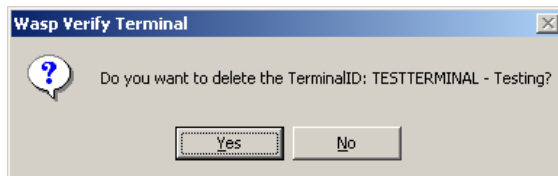


Figure 3-22

## 3.2 HTTPS Settings

If the site installing the software will be using the Internet to process transactions, the HTTPS settings must be configured. If the site will not be using the Internet for this purpose, this step may be skipped. Click on the tab labeled *HTTPS Settings* (see Figure 3-23).

By default, the *Production Gateway*, *Backup Gateway*, *Test Gateway* and *Backup Test Gateway* fields are automatically populated with the current information. The following steps are provided to ensure that the information in these fields is accurate.

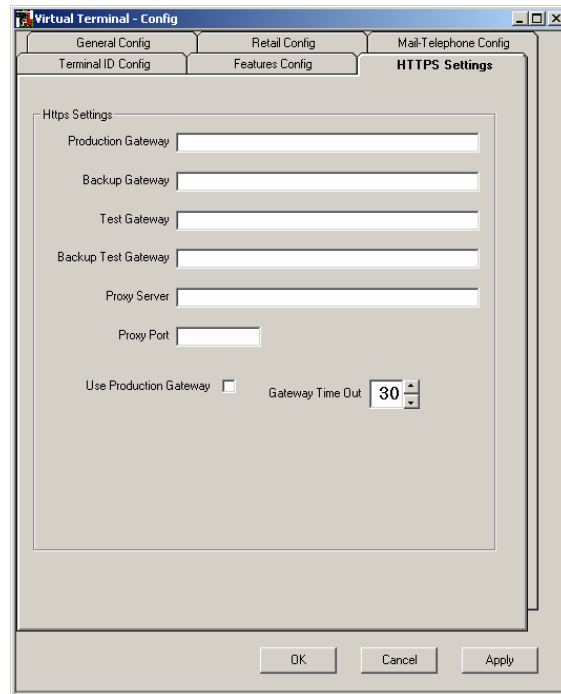


Figure 3-23

### 3.2.1 Production Gateway

The Production Gateway setting is the URL with which the application will connect to in order to process the transaction. The Production Gateway should be configured as:

`https://gateway17.jetpay.com/jetpay`

Refer to Figure 3-24 as a graphical representation of this configuration item.

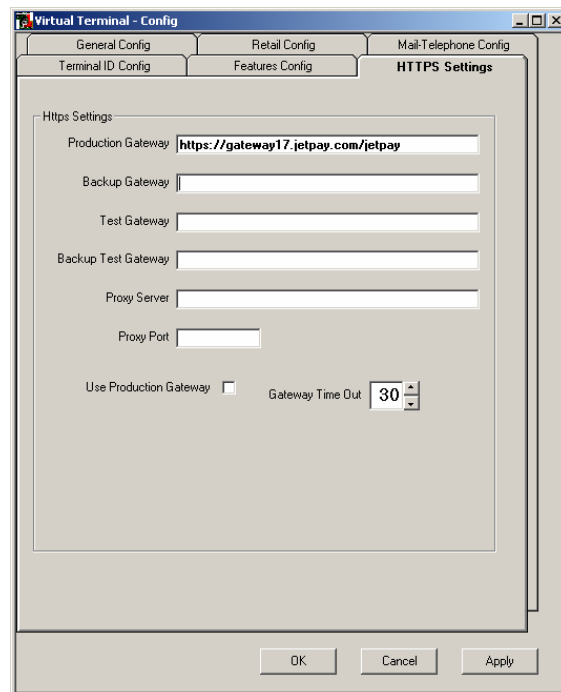


Figure 3-24

### 3.2.2 Backup Gateway

The *Backup Gateway* setting is the URL with which the application will connect to in order to process the transaction in the event that communications cannot be established with the *Production Gateway*. The *Backup Gateway* should be set to:

`https://gateway17.jetpay.com/jetpay`

Refer to Figure 3-25 as a graphical representation of this configuration item.

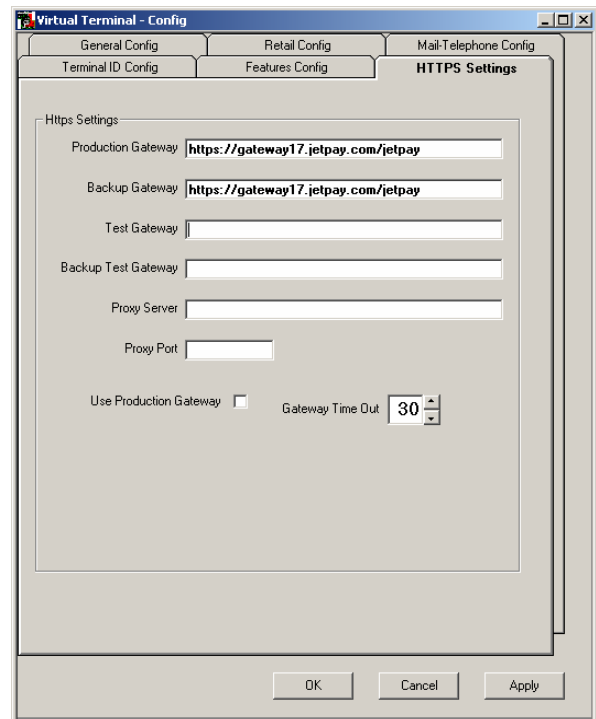


Figure 3-25

### 3.2.3 Test Gateway

The *Test Gateway* setting is the URL with which the application will connect to in order to process a test transaction. The *Test Gateway* should be set to:

`https://test1.jetpay.com/jetpay`

Refer to Figure 3-26 as a graphical representation of this configuration item.

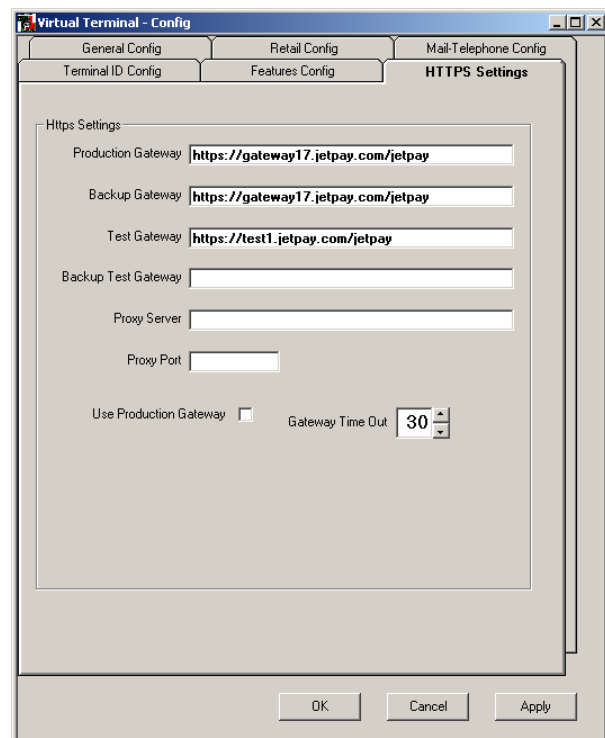


Figure 3-26

### 3.2.4 Backup Test Gateway

The *Backup Test Gateway* setting is the URL with which the application will connect to in order to process a test transaction in the event that communications cannot be established with the *Test Gateway*. The *Backup Test Gateway* should be set to:

`https://test1.jetpay.com/jetpay`

Refer to Figure 3-27 as a graphical representation of this configuration item.

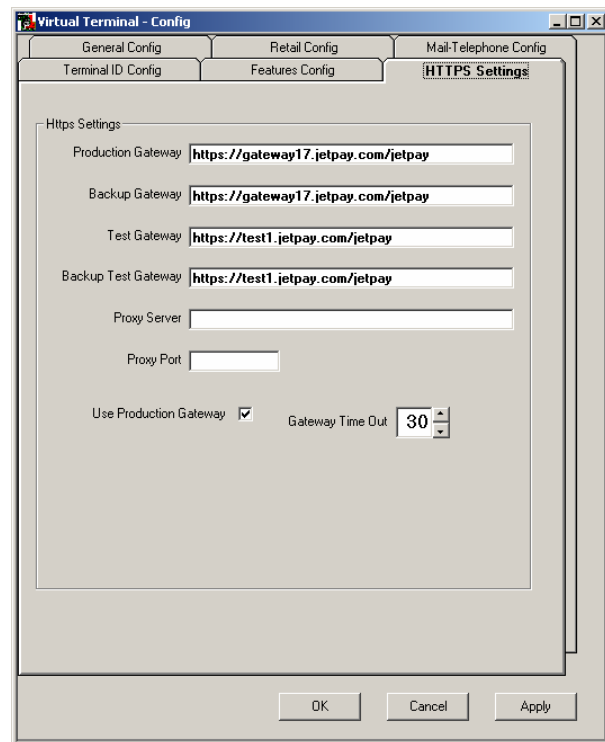


Figure 3-27

### 3.2.5 Proxy Server

If a proxy server is being used at the location where the Virtual Terminal is being installed, enter the IP Address or fully-qualified hostname of the proxy server. Refer to Figure 3-28 as a graphical representation of this configuration item.

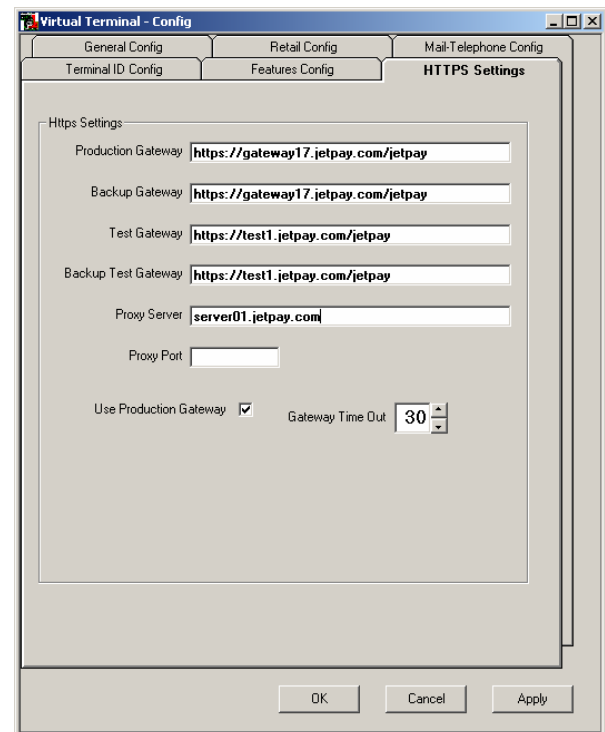


Figure 3-28

### 3.2.6 Proxy Port

If a proxy server is being used, enter the port number (tty port) used. Refer to Figure 3-29 as a graphical representation of this configuration item.

If you are unsure of the *Proxy Port*, ask your system administrator.

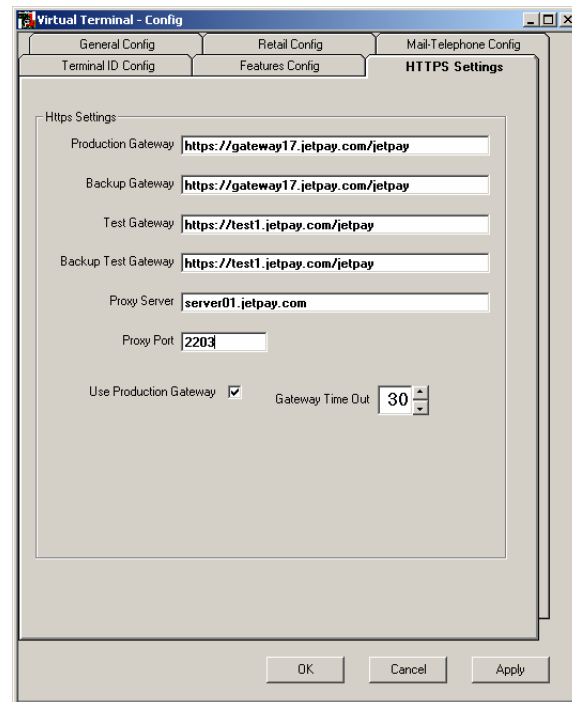


Figure 3-29

### 3.2.7 Use Production Gateway

If the site is using the VTJetCom application to process “test” transactions, such as those using the TESTTERMINAL terminal ID, this check box should remain un-checked. If the site is using the VTJetCom application to process “live” transactions, the *Use Production Gateway* check box should be checked (see Figure 3-30).

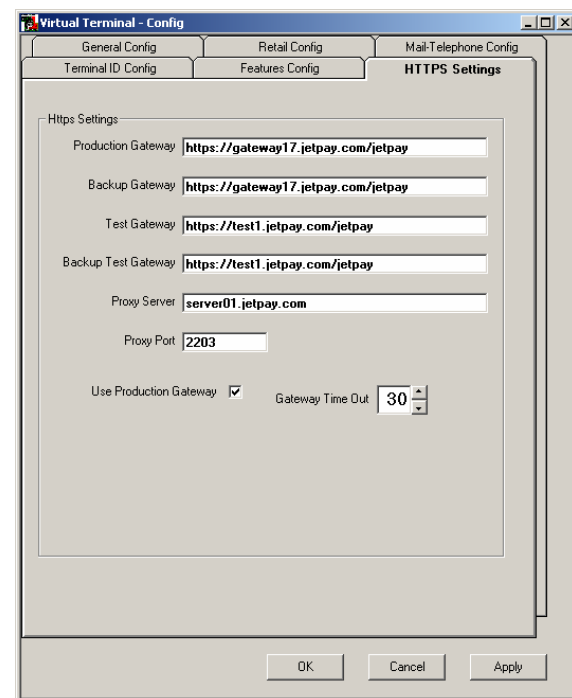


Figure 3-30

### 3.2.8 Gateway Time Out

The value entered in this field represents the number of seconds the application will wait before receiving a response from the production gateway. After the set number of seconds, the application will then attempt to connect to the *Backup Gateway*. Thirty (30) seconds is the default time out value (see Figure 3-31).

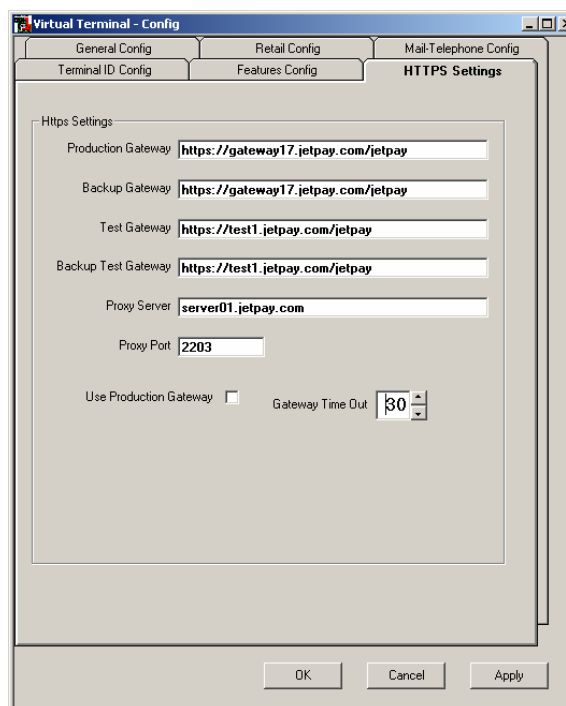


Figure 3-31

### 3.3 General Configuration

To configure the general configuration items, click on the tab labeled *General Config* (see Figure 3-32). The *General Config* tab allows the site to identify the default *Startup Terminal* and the data that will be printed on a receipt's header and footer. In addition, the *General Config* window allows the operator to customize the application's "look and feel". The *General Config* is divided into two sections (Terminal Behavior and Receipt Format). The Receipt Format section provides an additional section to define "Optional Features for Receipt".

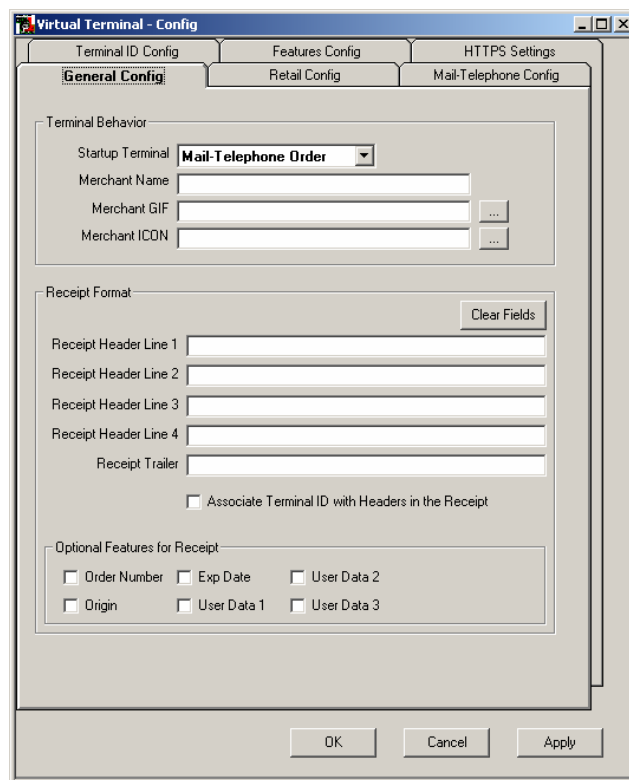


Figure 3-32



### 3.3.1 Terminal Behavior

The Terminal Behavior allows the operator to configure the *Startup Terminal* (Standard Retail or Mail-Telephone Order), the *Merchant Name*, *Merchant GIF*, *Merchant ICON* and *Check Surcharge*.

#### 3.3.1.1 Startup Terminal

Startup Terminal allows the operator to define the terminal type that will be displayed when the application is opened. The three options available at this time are *Standard Retail*, *Mail-Telephone Order*, and *File Processing*. *File Processing* appears in the list only if the Process File option is enabled (see Section 3.6.2). Refer to Figure 3-34 for a graphical representation of this option.

The screenshot shows the 'Virtual Terminal - Config' dialog box with the 'General Config' tab selected. The 'Terminal Behavior' section contains a 'Startup Terminal' dropdown menu set to 'Mail-Telephone Order'. Below it are text fields for 'Merchant Name' (containing 'Standard Retail'), 'Merchant GIF' (containing 'Mail-Telephone Order'), and 'Merchant ICON' (containing 'File Processing'). Each field has a browse button to its right. The 'Receipt Format' section has a 'Clear Fields' button and five text input fields labeled 'Receipt Header Line 1' through 'Receipt Header Line 4' and 'Receipt Trailer'. A checkbox labeled 'Associate Terminal ID with Headers in the Receipt' is unchecked. The 'Optional Features for Receipt' section contains six checkboxes: 'Order Number', 'Exp Date', 'User Data 2', 'Origin', 'User Data 1', and 'User Data 3', all of which are unchecked. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

Figure 3-34

### 3.3.1.2 Merchant Name

Enter the name of the merchant processing the transactions in the *Merchant Name* field (see Figure 3-35).

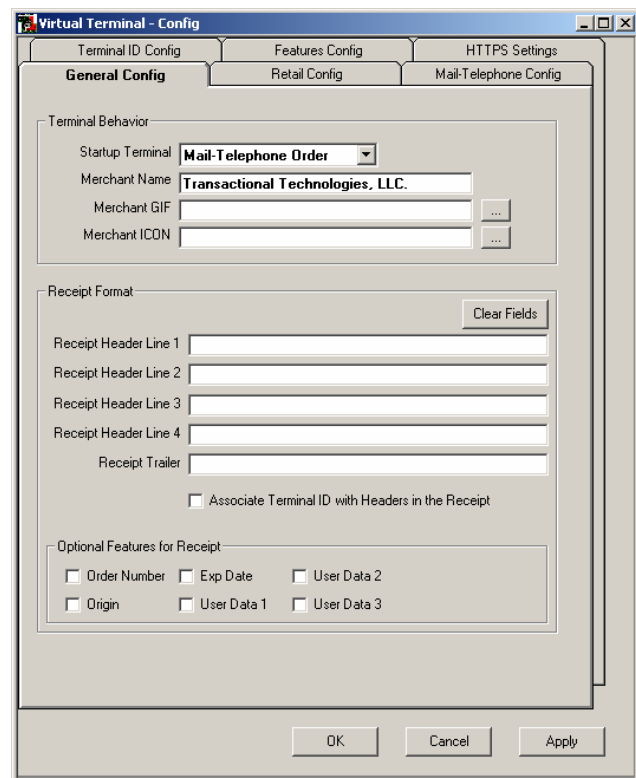
The screenshot shows the 'Virtual Terminal - Config' window with the 'General Config' tab selected. Under 'Terminal Behavior', the 'Startup Terminal' is set to 'Mail-Telephone Order'. The 'Merchant Name' field contains 'Transactional Technologies, LLC.'. The 'Merchant GIF' and 'Merchant ICON' fields are empty. The 'Receipt Format' section has five empty text boxes for 'Receipt Header Line 1' through 'Receipt Header Line 4' and 'Receipt Trailer'. There is a 'Clear Fields' button. Below this, there are checkboxes for 'Associate Terminal ID with Headers in the Receipt' (unchecked) and 'Optional Features for Receipt' which include 'Order Number', 'Exp Date', 'User Data 2', 'Origin', 'User Data 1', and 'User Data 3', all of which are unchecked. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Figure 3-35

### 3.3.1.3 Merchant GIF

If the merchant desires that their logo appears on the screen of the Virtual Terminal, the location/file name of the Graphical Interchange Format (GIF) picture can be entered in the *Merchant GIF* field (see Figure 3-36).

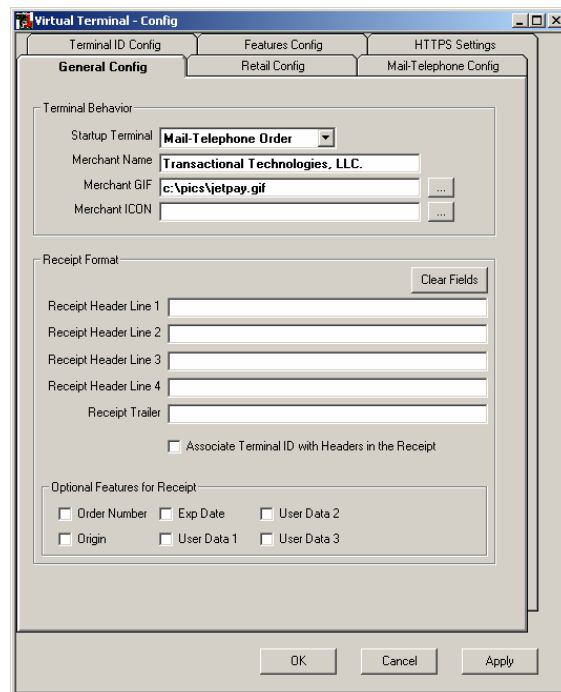
This screenshot is identical to Figure 3-35, but the 'Merchant GIF' field is now populated with the file path 'c:\pics\jetpay.gif'. All other fields and settings remain the same.

Figure 3-36

### 3.3.1.4 Merchant ICON

If the merchant desires that the icon of the application appear as their own “branded” icon, the location/file name of the ICON file can be entered in the *Merchant ICON* field (see Figure 3-37).

The screenshot shows the 'Virtual Terminal - Config' window with the 'General Config' tab selected. The 'Terminal Behavior' section contains the following fields: 'Startup Terminal' (dropdown menu set to 'Mail-Telephone Order'), 'Merchant Name' (text field with 'Transactional Technologies, LLC.'), 'Merchant GIF' (text field with 'c:\pics\jetpay.gif'), and 'Merchant ICON' (text field with 'c:\pics\jetpay.ico'). The 'Receipt Format' section has five text input fields for 'Receipt Header Line 1' through 'Receipt Header Line 4' and 'Receipt Trailer', with a 'Clear Fields' button to the right. Below these is a checkbox labeled 'Associate Terminal ID with Headers in the Receipt'. The 'Optional Features for Receipt' section contains six checkboxes: 'Order Number', 'Exp Date', 'User Data 2', 'Origin', 'User Data 1', and 'User Data 3'. At the bottom of the window are 'OK', 'Cancel', and 'Apply' buttons.

Figure 3-37

### 3.3.2 Receipt Format

The *Receipt Format* section identifies what will print on the header and trailer of the receipt. In addition, it identifies the default Terminal ID of the Virtual Terminal that will be printed on the receipt, if the Associate Terminal ID option is enabled.

### 3.3.2.1 Receipt Header Line 1, 2, 3, 4

Enter the appropriate information in the fields titled *Receipt Header Line 1, 2, 3, and 4* (see Figure 3-38).

The screenshot shows the 'Virtual Terminal - Config' dialog box with the 'General Config' tab selected. Under 'Terminal Behavior', the 'Startup Terminal' is set to 'Mail-Telephone Order'. The 'Merchant Name' is 'Transactional Technologies, LLC.', 'Merchant GIF' is 'c:\pics\jetpay.gif', and 'Merchant ICON' is 'c:\pics\jetpay.ico'. In the 'Receipt Format' section, 'Receipt Header Line 1' is 'Transactional Technologies, LLC.', 'Receipt Header Line 2' is '3306 Boyington Drive Suite 180', 'Receipt Header Line 3' is 'Carrollton, TX 75006', and 'Receipt Header Line 4' is '(800) 834-4405'. The 'Receipt Trailer' field is empty. There is a 'Clear Fields' button and an unchecked checkbox 'Associate Terminal ID with Headers in the Receipt'. The 'Optional Features for Receipt' section has checkboxes for 'Order Number', 'Exp Date', 'User Data 2', 'Origin', 'User Data 1', and 'User Data 3', all of which are unchecked. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Figure 3-38

### 3.3.2.2 Receipt Trailer

Enter the appropriate information in the *Receipt Trailer* field. This field defines what will be printed at the end of the receipt (see Figure 3-39).

This screenshot is identical to Figure 3-38, but the 'Receipt Trailer' field is now populated with the text '\*\*\*THANK YOU FOR YOUR PATRONAGE\*\*\*'. All other fields and settings remain the same.

Figure 3-39

Once the receipt header and trailer information has been entered, click on the <Save> button. This will save the receipt information for the Terminal ID previously selected. The merchant will not be able to edit these fields without clicking on the <Modify> button and performing the procedures outlined above.

### 3.3.2.3 Associate Terminal ID

To have the Virtual Terminal print the terminal ID on the receipt, check the box labeled “Associate Terminal ID with Headers in the Receipt” (see Figure 3-40). When this option is enabled, a drop down menu of “Terminal ID” will automatically appear. Ensure that the appropriate “Terminal ID” is selected.

The screenshot shows the 'Virtual Terminal - Config' dialog box with the 'General Config' tab selected. The 'Terminal Behavior' section includes a 'Startup Terminal' dropdown set to 'Mail-Telephone Order', and text fields for 'Merchant Name' (Transactional Technologies, LLC.), 'Merchant GIF' (c:\pics\jetpay.gif), and 'Merchant ICON' (c:\pics\jetpay.ico). The 'Receipt Format' section has a 'Terminal ID' dropdown set to 'Testing', with 'Modify' and 'Clear Fields' buttons. Below are four 'Receipt Header Line' text boxes containing: 'Transactional Technologies, LLC.', '3306 Boyington Drive Suite 180', 'Carrollton, TX 75006', and '(800) 834-4405'. The 'Receipt Trailer' box contains '\*\*\*THANK YOU FOR YOUR PATRONAGE\*\*\*'. A checkbox labeled 'Associate Terminal ID with Headers in the Receipt' is checked. The 'Optional Features for Receipt' section contains six unchecked checkboxes: 'Order Number', 'Exp Date', 'User Data 2', 'Origin', 'User Data 1', and 'User Data 3'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Figure 3-40

### 3.3.2.4 Optional Features for Receipt

The “optional features” permits additional information to be printed on the receipt. To enable printing of any of these additional items, select the desired features (see Figure 3-41). The optional features are listed below:

- Order Number – Merchant’s Order Number
- Origin – Defines Mail Order or Telephone Order
- Exp Date – Credit card expiration date
- User Data 1, 2, 3 – Merchant defined fields

The screenshot shows the 'Virtual Terminal - Config' window with the 'Mail-Telephone Config' tab selected. The 'General Config' section includes 'Terminal Behavior' with a 'Startup Terminal' dropdown set to 'Mail-Telephone Order'. Below this are fields for 'Merchant Name' (Transactional Technologies, LLC), 'Merchant GIF' (c:\pics\jetpay.gif), and 'Merchant ICON' (c:\pics\jetpay.ico). The 'Receipt Format' section has a 'Terminal ID' dropdown set to 'Testing', with 'Modify' and 'Clear Fields' buttons. It lists four 'Receipt Header Line' fields containing the merchant's name, address, city/state/zip, and phone number. The 'Receipt Trailer' field contains '\*\*\*THANK YOU FOR YOUR PATRONAGE\*\*\*'. A checkbox 'Associate Terminal ID with Headers in the Receipt' is checked. The 'Optional Features for Receipt' section contains checkboxes for 'Order Number', 'Exp Date', 'User Data 1', 'User Data 2', 'User Data 3', and 'Origin'. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Figure 3-41

## 3.4 Mail-Telephone Configuration

The Mail-Telephone Configuration tab allows the merchant to configure various processor-specific options. This window is divided into two sections, *Mail-Telephone Order Terminal Configuration* and *User Data Description*.

### 3.4.1 Mail-Telephone Order Terminal Configuration

This section defines the *Default Terminal ID*, *Routing ID*, *Default Origin*, *Default Transaction Type*, *Default Billing Country*, *Default Billing State*, *Number of Receipts*, *Default Printer*, *Enable Decline Receipt* and *Verify Password Return Transactions*.

### 3.4.1.1 Default Terminal ID

The *Default Terminal ID* field defines the default ID to be used when processing transactions. Using the drop-down box, select the desired default terminal ID (see Figure 3-42).

The screenshot shows the 'Virtual Terminal - Config' dialog box with the 'Mail-Telephone Config' tab selected. The 'Mail-Telephone Order Terminal Configuration' section contains the following fields and options:

- Default Terminal ID: A drop-down menu with '(NONE)' selected.
- Routing ID: A text field containing 'Testing'.
- Default Origin: A drop-down menu.
- Default Transaction Type: A drop-down menu.
- Default Billing Country: A drop-down menu.
- Default Billing State: A drop-down menu.
- Number of Receipts: A spinner box set to '1'.
- Default Printer: A drop-down menu.
- Enable Decline Receipt: A checked checkbox.
- Verify Password Return Transactions: A checked checkbox.

The 'User Data Description' section contains the following fields and options:

- CVV2: A checkbox with 'Mandatory' text to its right.
- Billing Address: A checkbox with 'Mandatory' text to its right.
- Billing Zip/Postal Code: A checkbox with 'Mandatory' text to its right.
- User Data 1: A text field with a 'Mandatory' checkbox to its right.
- User Data 2: A text field with a 'Mandatory' checkbox to its right.
- User Data 3: A text field with a 'Mandatory' checkbox to its right.

At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

Figure 3-42

### 3.4.1.2 Routing ID

The *Routing ID* will be supplied to the merchant by Transactional Technologies. If one has not been provided, or if you are unsure, leave it blank (see Figure 3-43).

This screenshot is identical to Figure 3-42, showing the 'Virtual Terminal - Config' dialog box with the 'Mail-Telephone Config' tab selected. The 'Routing ID' text field, which contains the value 'Testing', is highlighted with a blue selection bar. All other fields and options in the dialog are the same as in Figure 3-42.

Figure 3-43

### 3.4.1.3 Default Origin

The *Default Origin* field defines that the default for the transactions to be processed will be *Phone Order* or *Mail Order*. Using the drop-down box, select the appropriate origin (see Figure 3-44).

Virtual Terminal - Config

Terminal ID Config    Features Config    HTTPS Settings

General Config    Retail Config    **Mail-Telephone Config**

Mail-Telephone Order Terminal Configuration

Default Terminal ID: Testing

Routing ID:

Default Origin:

Default Transaction Type: (NONE) **Phone Order** Mail Order

Default Billing Country:

Default Billing State:

Number of Receipts: 1

Default Printer:

Enable Decline Receipt: ☒

Verify Password Return Transactions: ☒

User Data Description

CVV2 ☐ Mandatory

Billing Address ☐ Mandatory

Billing Zip/Postal Code ☐ Mandatory

User Data 1:  ☐ Mandatory

User Data 2:  ☐ Mandatory

User Data 3:  ☐ Mandatory

OK    Cancel    Apply

Figure 3-44

### 3.4.1.4 Default Transaction Type

The *Default Transaction Type* is used to define the type of transaction. The types of transactions are:

- Sale
- Authonly
- Force
- Refund
- Void
- Capture
- Check
- Check Void
- Check Reversal
- Inquiry

Select the appropriate transaction type (see Figure 3-45).

Virtual Terminal - Config

Terminal ID Config    Features Config    HTTPS Settings

General Config    Retail Config    **Mail-Telephone Config**

Mail-Telephone Order Terminal Configuration

Default Terminal ID: Testing

Routing ID:

Default Origin: Phone Order

Default Transaction Type: (NONE) Sale **Authonly** Force Refund Void Capture Check

Default Billing Country:

Default Billing State:

Number of Receipts:

Default Printer:

Enable Decline Receipt: ☒

Verify Password Return Transactions: ☒

User Data Description

CVV2 ☐ Mandatory

Billing Address ☐ Mandatory

Billing Zip/Postal Code ☐ Mandatory

User Data 1:  ☐ Mandatory

User Data 2:  ☐ Mandatory

User Data 3:  ☐ Mandatory

OK    Cancel    Apply

Figure 3-45



### 3.4.1.5 Default Billing Country

The Virtual Terminal is only configured to be used in the United States and in Canada. Select the appropriate billing country (see Figure 3-46).

The screenshot shows the 'Virtual Terminal - Config' window with the 'Mail-Telephone Config' tab selected. The 'Mail-Telephone Order Terminal Configuration' section contains the following fields and options:

- Default Terminal ID: Testing
- Routing ID: (empty)
- Default Origin: Phone Order
- Default Transaction Type: Authonly
- Default Billing Country: (dropdown menu)
- Default Billing State: (NONE), Canada, United States of America (selected)
- Number of Receipts: 1
- Default Printer: (empty)
- Enable Decline Receipt: ☒
- Verify Password Return Transactions: ☒

The 'User Data Description' section contains the following fields and options:

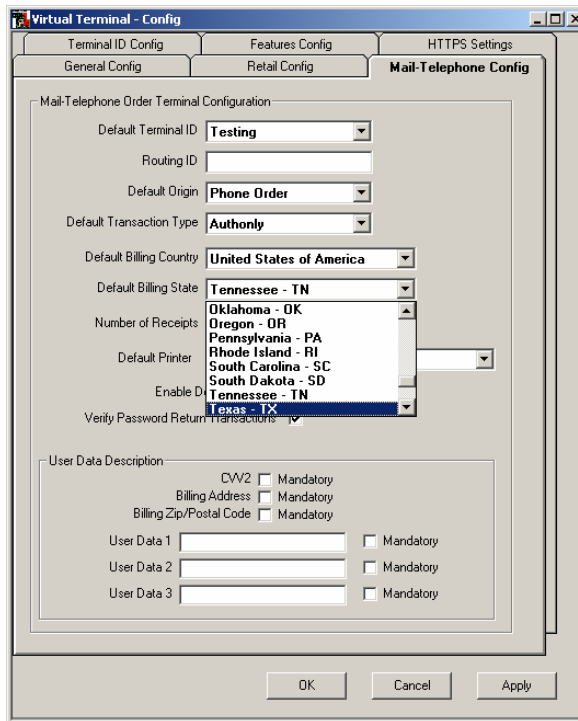
- CVV2: ☐ Mandatory
- Billing Address: ☐ Mandatory
- Billing Zip/Postal Code: ☐ Mandatory
- User Data 1: (empty) ☐ Mandatory
- User Data 2: (empty) ☐ Mandatory
- User Data 3: (empty) ☐ Mandatory

At the bottom of the window are the OK, Cancel, and Apply buttons.

Figure 3-46

### 3.4.1.6 Default Billing State

Select the appropriate billing state of the merchant from the drop-down list provided. The appropriate states/provinces will be displayed for the United States or Canada, depending on the option selected in the *Default Billing Country* field (see Figure 3-47).



The screenshot shows the 'Virtual Terminal - Config' dialog box with the 'Mail-Telephone Config' tab selected. The 'Mail-Telephone Order Terminal Configuration' section contains the following fields and values:

- Default Terminal ID: Testing
- Routing ID: (empty)
- Default Origin: Phone Order
- Default Transaction Type: Authonly
- Default Billing Country: United States of America
- Default Billing State: Tennessee - TN (dropdown menu is open showing a list of states: Oklahoma - OK, Oregon - OR, Pennsylvania - PA, Rhode Island - RI, South Carolina - SC, South Dakota - SD, Tennessee - TN, Texas - TX)
- Number of Receipts: (empty)
- Default Printer: (empty)
- Enable D: (empty)
- Verify Password Return Transactions: (empty)

The 'User Data Description' section contains the following fields and values:

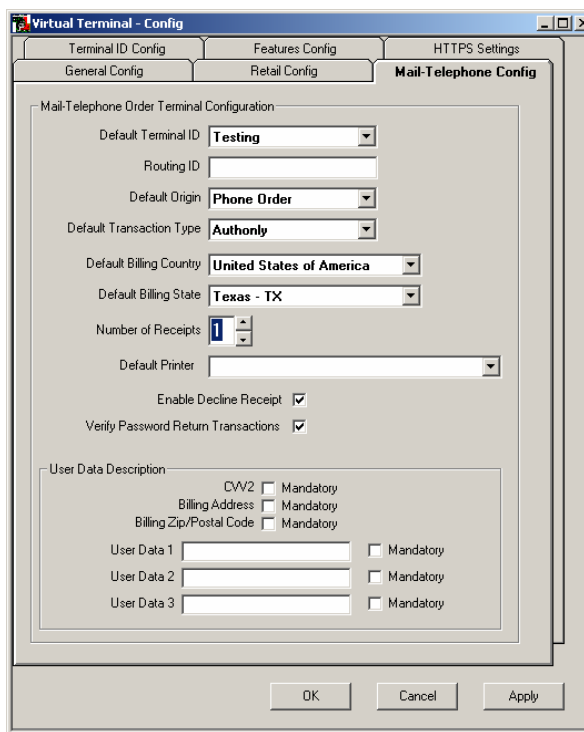
- CVV2: ☐ Mandatory
- Billing Address: ☐ Mandatory
- Billing Zip/Postal Code: ☐ Mandatory
- User Data 1: (empty) ☐ Mandatory
- User Data 2: (empty) ☐ Mandatory
- User Data 3: (empty) ☐ Mandatory

Buttons at the bottom: OK, Cancel, Apply.

Figure 3-47

### 3.4.1.7 Number of Receipts

The *Number of Receipts* field identifies how many receipts are to be printed (see Figure 3-48).



The screenshot shows the 'Virtual Terminal - Config' dialog box with the 'Mail-Telephone Config' tab selected. The 'Mail-Telephone Order Terminal Configuration' section contains the following fields and values:

- Default Terminal ID: Testing
- Routing ID: (empty)
- Default Origin: Phone Order
- Default Transaction Type: Authonly
- Default Billing Country: United States of America
- Default Billing State: Texas - TX
- Number of Receipts: 1
- Default Printer: (empty)
- Enable Decline Receipt: ☒
- Verify Password Return Transactions: ☒

The 'User Data Description' section contains the following fields and values:

- CVV2: ☐ Mandatory
- Billing Address: ☐ Mandatory
- Billing Zip/Postal Code: ☐ Mandatory
- User Data 1: (empty) ☐ Mandatory
- User Data 2: (empty) ☐ Mandatory
- User Data 3: (empty) ☐ Mandatory

Buttons at the bottom: OK, Cancel, Apply.

Figure 3-48

### 3.4.1.8 Default Printer

By default, the Virtual Terminal will select the system's default printer.

#### **NOTE:**

*The printer must already be configured within the Windows® operating system before selecting. If a printer has not been configured, this step can be skipped. A printer can then be configured and this step can be modified afterwards.*

Using the drop-down list, select the desired printer to be used as the default printer for the Virtual Terminal application (see Figure 3-49).

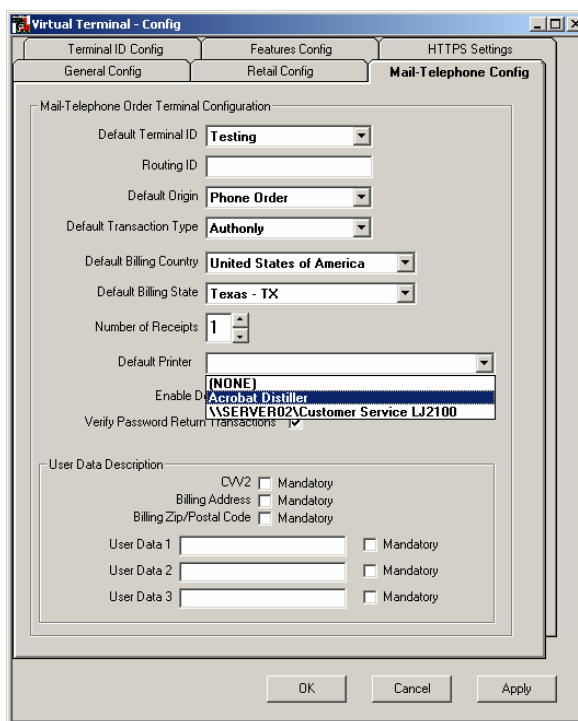


Figure 3-49

### 3.4.1.9 Enable Decline Receipts

The *Enable Decline Receipts* check box allows the merchant to print receipts for declined transactions. If the merchant desires/requires this option, ensure that this box is checked (see Figure 4-50).

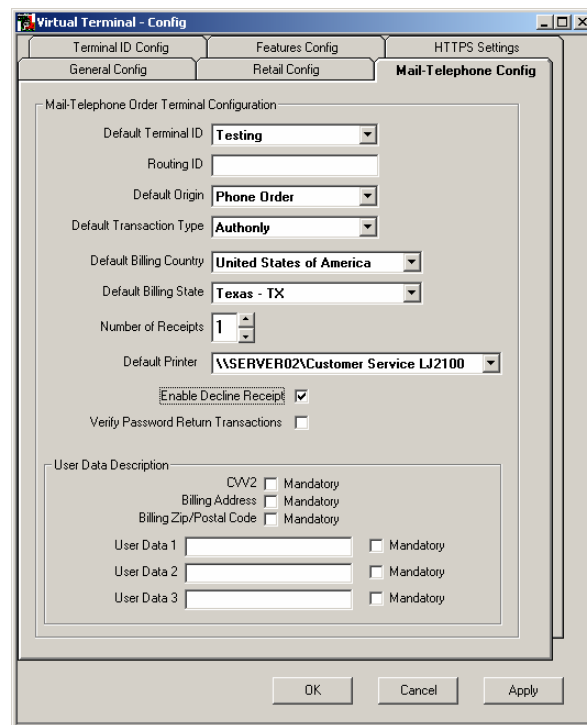


Figure 3-50

### 3.4.1.10 Verify Password Return Transactions

The *Verify Password Return Transactions* permits the merchant to restrict who has authorization to perform Refunds, Voids, Check Voids, etc. To enable this function, check this box (see Figure 3-51).

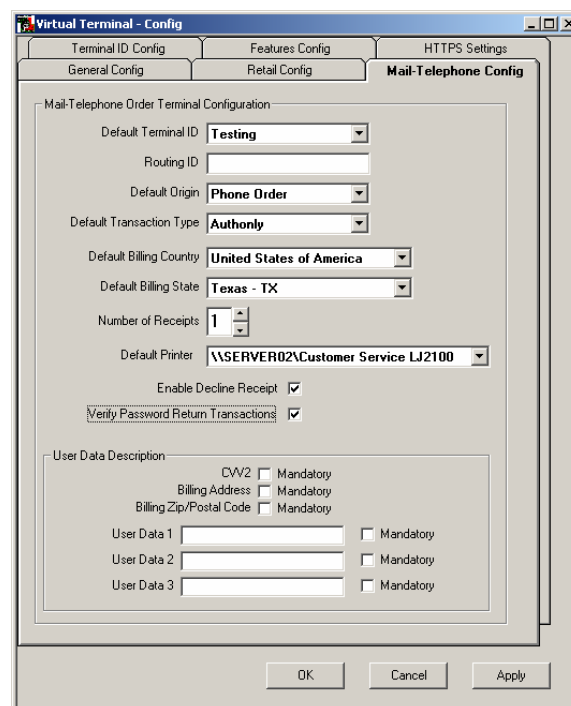


Figure 3-51

## 3.4.2 User Data Description

This section defines whether mandatory checking of CVV2 information, billing address information and/or billing postal code (zip) will be used. In addition to this, the merchant has the ability to ensure that their own user data is entered when performing the transaction.

### 3.4.2.1 CVV2

If the merchant desires that all transactions have a CVV2 check performed, check this box (see Figure 3-52).

The screenshot shows the 'Virtual Terminal - Config' dialog box with the 'Mail-Telephone Config' tab selected. The 'Mail-Telephone Order Terminal Configuration' section includes the following settings:

- Default Terminal ID: Testing
- Routing ID: (empty)
- Default Origin: Phone Order
- Default Transaction Type: Authonly
- Default Billing Country: United States of America
- Default Billing State: Texas - TX
- Number of Receipts: 1
- Default Printer: \\SERVER02\\Customer Service LJ2100
- Enable Decline Receipt: ☒
- Verify Password Return Transactions: ☒

The 'User Data Description' section includes the following settings:

- CVV2: ☒ Mandatory
- Billing Address: ☐ Mandatory
- Billing Zip/Postal Code: ☐ Mandatory
- User Data 1:  Mandatory
- User Data 2:  Mandatory
- User Data 3:  Mandatory

At the bottom of the dialog are buttons for OK, Cancel, and Apply.

Figure 3-52

### 3.4.2.2 Billing Address

If the merchant desires that the billing address of the card holder be verified, check the *Billing Address – Mandatory* check box (see Figure 3-53).

The screenshot shows the 'Virtual Terminal - Config' dialog box with the 'Mail-Telephone Config' tab selected. The 'Mail-Telephone Order Terminal Configuration' section includes the following settings: Default Terminal ID is 'Testing'; Routing ID is empty; Default Origin is 'Phone Order'; Default Transaction Type is 'Authonly'; Default Billing Country is 'United States of America'; Default Billing State is 'Texas - TX'; Number of Receipts is '1'; and Default Printer is '\\SERVER02\\Customer Service LJ2100'. Below these, 'Enable Decline Receipt' and 'Verify Password Return Transactions' are both checked. The 'User Data Description' section shows 'CVV2' checked as 'Mandatory', 'Billing Address' checked as 'Mandatory', and 'Billing Zip/Postal Code' unchecked. There are three empty text boxes for 'User Data 1', 'User Data 2', and 'User Data 3', each with an unchecked 'Mandatory' checkbox. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Figure 3-53

### 3.4.2.3 Billing Zip/Postal Code

If the merchant desires that the billing postal code (zip code) of the card holder be verified, check the *Billing Zip/Postal Code – Mandatory* check box (see Figure 3-54).

This screenshot is identical to Figure 3-53, but with the 'Billing Zip/Postal Code' checkbox in the 'User Data Description' section checked and labeled as 'Mandatory'. All other settings and the layout of the dialog box remain the same.

Figure 3-54

### 3.4.2.4 User Data 1, 2 and 3

Use the *User Data 1*, *2*, and *3* fields to define user specific data. If the merchant desires that this information be mandatory for all transactions, the *Mandatory* check box next to the user data field can be checked (see Figure 3-55).

The screenshot shows the 'Virtual Terminal - Config' window with the 'Mail-Telephone Config' tab selected. The 'Mail-Telephone Order Terminal Configuration' section includes the following fields and settings:

- Default Terminal ID: Testing (dropdown)
- Routing ID: (empty text field)
- Default Origin: Phone Order (dropdown)
- Default Transaction Type: Authorly (dropdown)
- Default Billing Country: United States of America (dropdown)
- Default Billing State: Texas - TX (dropdown)
- Number of Receipts: 1 (spin box)
- Default Printer: \\SERVER02\Customer Service LJ2100 (dropdown)
- Enable Decline Receipt: ☒
- Verify Password Return Transactions: ☒

The 'User Data Description' section includes the following fields and settings:

- CVV2: ☒ Mandatory
- Billing Address: ☒ Mandatory
- Billing Zip/Postal Code: ☒ Mandatory
- User Data 1: Ticket Number (text field), ☒ Mandatory
- User Data 2: (empty text field), ☐ Mandatory
- User Data 3: (empty text field), ☐ Mandatory

At the bottom of the window are buttons for OK, Cancel, and Apply.

Figure 3-55

## 3.5 Retail Configuration

Like the Mail-Telephone Configuration, the *Retail Config* defines how the Virtual Terminal - Retail will process transactions. The *Retail Config* is divided into two sections, *Retail Terminal Settings* and *User Data Description*.

### 3.5.1 Retail Terminal Settings

The *Retail Terminal Settings* defines the *Default Terminal ID*, *Routing ID*, *Default Transaction Type*, *Number of Receipts*, *Default Printer*, *Enable Decline Receipt* and *Verify Password Return Transactions*.

### 3.5.1.1 Default Terminal ID

The *Default Terminal ID* field defines the default ID to be used when processing transactions. Using the drop-down list, select the desired default terminal ID (see Figure 3-56).

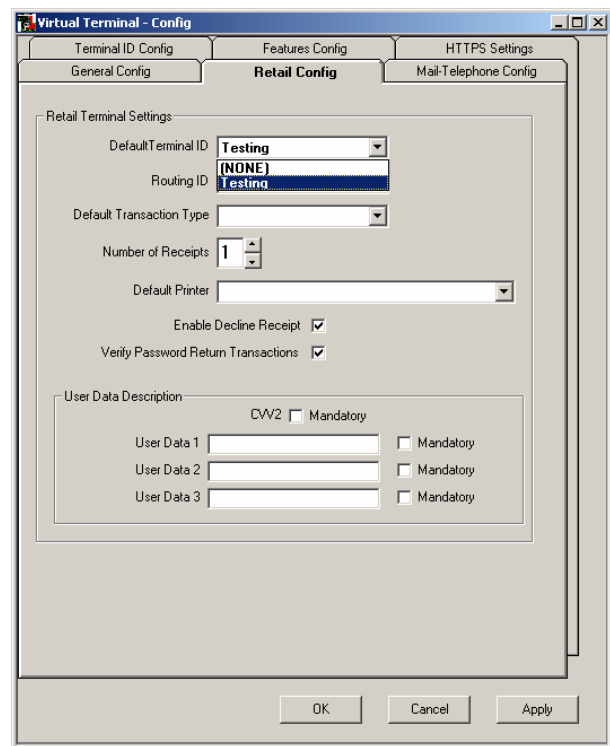


Figure 3-56

### 3.5.1.2 Routing ID

The *Routing ID* will be supplied to the merchant by Transactional Technologies. If you do not receive a routing ID or if you are unsure, leave this field blank (see Figure 3-57).

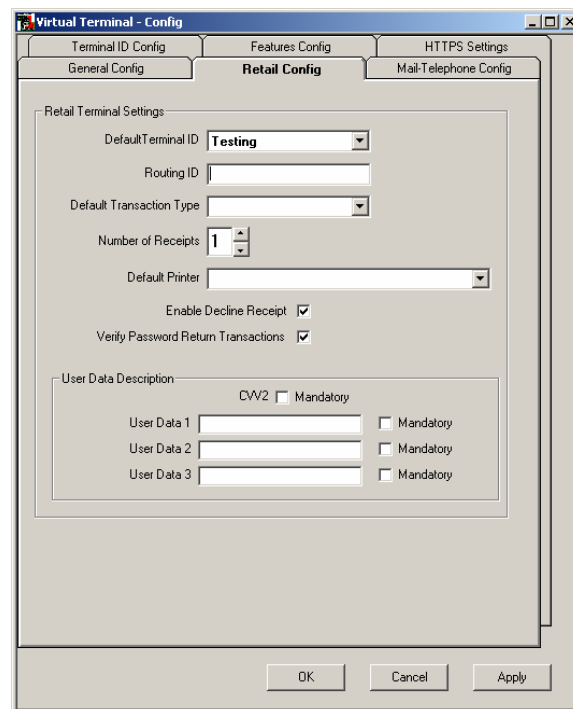


Figure 3-57



### 3.5.1.3 Default Transaction Type

The *Default Transaction Type* is used to define the type of transaction. The types of transactions are:

- Sale
- Authonly
- Force
- Refund
- Void
- Capture
- Check
- Check Void
- Check Reversal
- Inquiry

Select the appropriate transaction type (see Figure 3-58).

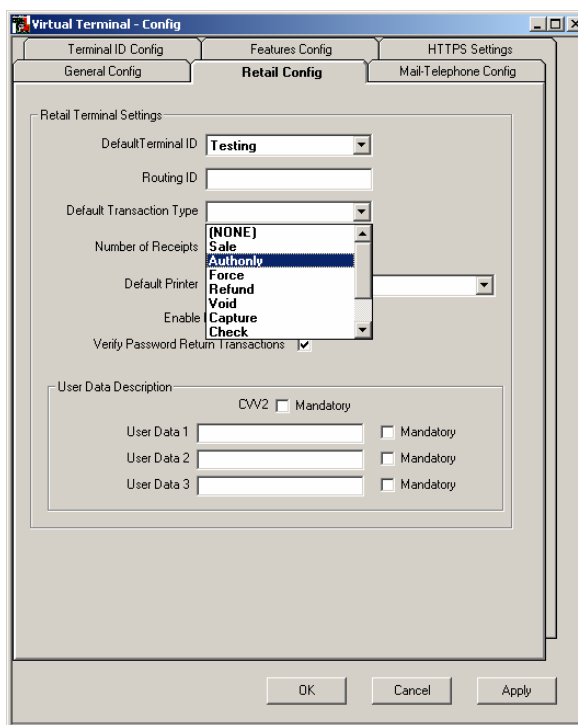


Figure 3-58

### 3.5.1.4 Number of Receipts

The *Number of Receipts* field identifies how many receipts are to be printed (see Figure 3-59).

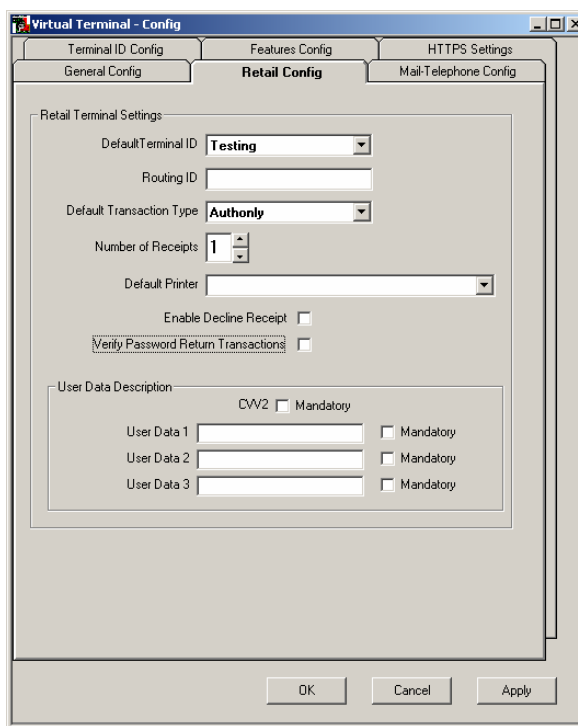


Figure 3-59

### 3.5.1.5 Default Printer

By default, the Virtual Terminal will select the system's default printer.



#### **NOTE:**

*The printer must already be configured within the Windows® operating system before selecting. If a printer has not been configured, this step can be skipped. A printer can then be configured and this step can be modified afterwards.*

Using the drop-down list, select the desired printer to be used as the default printer for the Virtual Terminal application (see Figure 3-60).

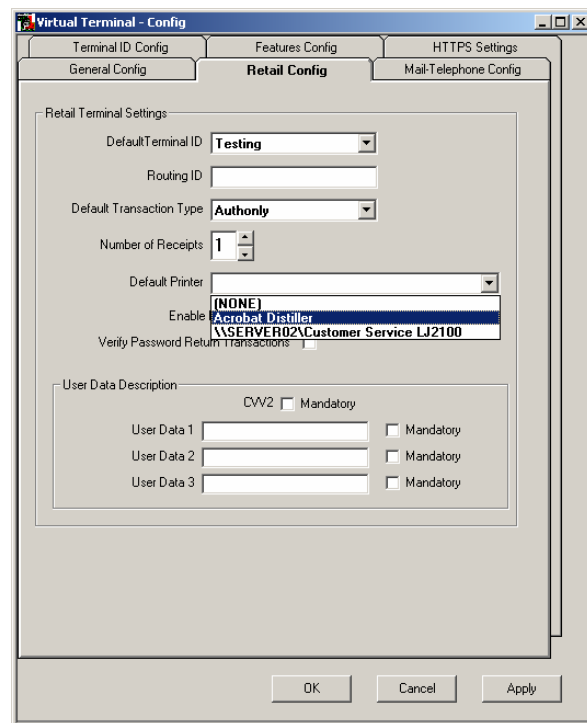


Figure 3-60

### 3.5.1.6 Enable Decline Receipts

The *Enable Decline Receipts* check box allows the merchant to print receipts for declined transactions. If the merchant desires/requires this option, ensure that this box is checked (see Figure 3-61).

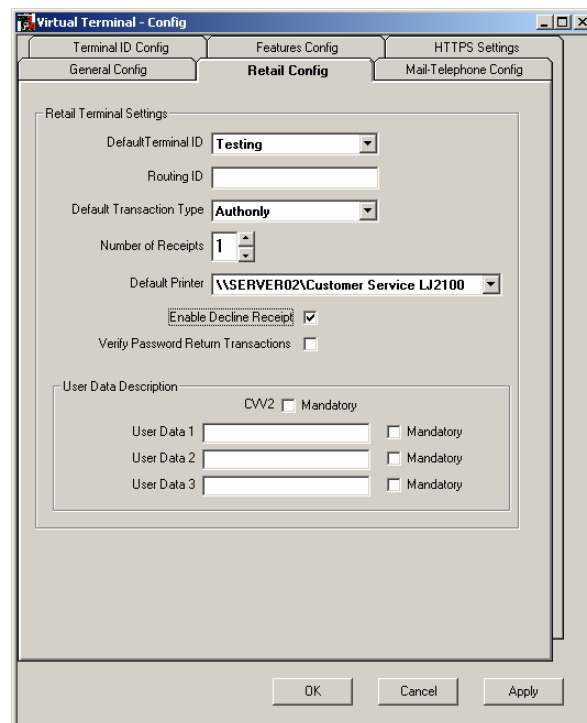


Figure 3-61

### 3.5.1.7 Verify Password Return Transactions

The *Verify Password Return Transactions* permits the merchant to restrict who has authorization to perform Refunds, Voids, Check Voids, etc. To enable this function, check this box (see Figure 3-62).

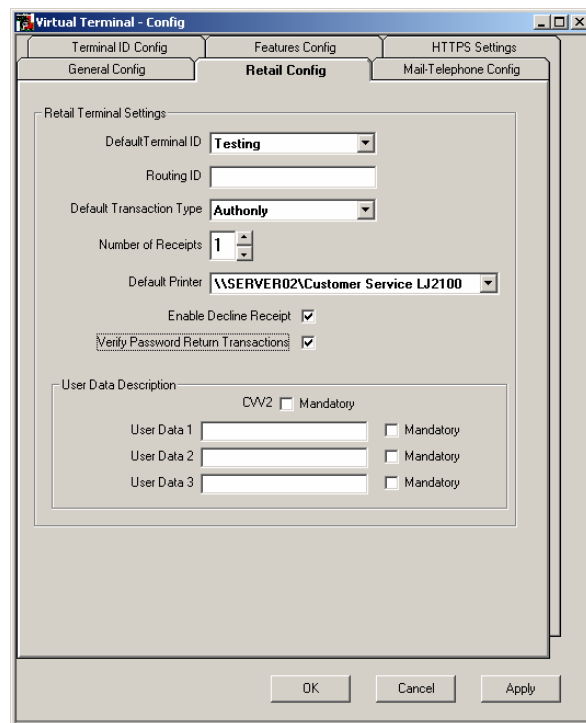


Figure 3-62

### 3.5.2 User Data Description

This section defines whether mandatory checking of CVV2 information, permits the merchant to define user data fields and/or determine if these fields are required for processing a transaction.

### 3.5.2.1 CVV2

If the merchant desires that all transactions have a CVV2 check performed, check this box (see Figure 3-63).

The screenshot shows the 'Virtual Terminal - Config' window with the 'Retail Config' tab selected. Under 'Retail Terminal Settings', the 'Default Terminal ID' is 'Testing', 'Routing ID' is empty, 'Default Transaction Type' is 'Authonly', 'Number of Receipts' is '1', and 'Default Printer' is '\\SERVER02\\Customer Service LJ2100'. The 'Enable Decline Receipt' and 'Verify Password Return Transactions' checkboxes are checked. In the 'User Data Description' section, the 'CVV2' checkbox is checked and labeled 'Mandatory'. The 'User Data 1', 'User Data 2', and 'User Data 3' fields are empty, and their respective 'Mandatory' checkboxes are unchecked.

Figure 3-63

### 3.5.2.2 User Data 1, 2 and 3

Use the *User Data 1*, *2*, and *3* fields to define user specific data. If the merchant desires that this information be mandatory for all transactions, the *Mandatory* check box next to the user data field can be checked (see Figure 3-64).

The screenshot shows the 'Virtual Terminal - Config' window with the 'Retail Config' tab selected. Under 'Retail Terminal Settings', the 'Default Terminal ID' is 'Testing', 'Routing ID' is empty, 'Default Transaction Type' is 'Authonly', 'Number of Receipts' is '1', and 'Default Printer' is '\\SERVER02\\Customer Service LJ2100'. The 'Enable Decline Receipt' and 'Verify Password Return Transactions' checkboxes are checked. In the 'User Data Description' section, the 'CVV2' checkbox is checked and labeled 'Mandatory'. The 'User Data 1' field is 'Ticket Number' and its 'Mandatory' checkbox is checked. The 'User Data 2' and 'User Data 3' fields are empty, and their respective 'Mandatory' checkboxes are unchecked.

Figure 3-64

## 3.6 Features Configuration

The Features Configuration is where you verify Off-Line Transactions, Restaurant Mode, Process File Terminal, Restaurant Settings, Process File Settings, and Check Settings.

### 3.6.1 Enable Off-Line Transactions

If you would like to complete transactions in an Off-Line Mode, should you be traveling with a laptop or lose connectivity for some reason, select this option to continue accepting transactions until you are connected again. If you wish to operate in Restaurant Mode or Process File Terminal, Off-Line Transactions cannot be enabled. (see Figure 3-65)

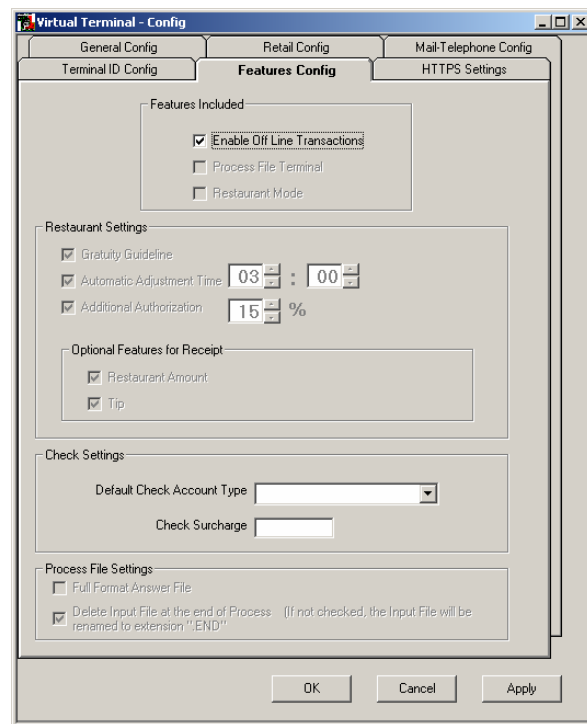
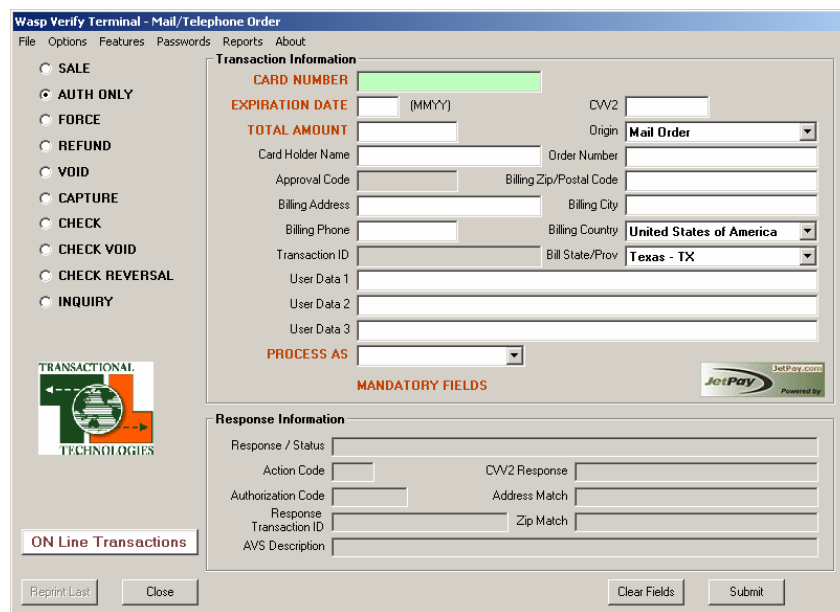


Figure 3-65

When this option is selected, the regular Virtual Terminal screen will reflect this by presenting a button <<ON Line Transactions>> to switch back and forth between off and on line transactions (see Figure 3-66).



**Wasp Verify Terminal - Mail/Telephone Order**

File Options Features Passwords Reports About

☐ SALE  
☒ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

**Transaction Information**

CARD NUMBER   
 EXPIRATION DATE  (MMYY) CW2   
 TOTAL AMOUNT  Origin **Mail Order**  
 Card Holder Name  Order Number   
 Approval Code  Billing Zip/Postal Code   
 Billing Address  Billing City   
 Billing Phone  Billing Country **United States of America**  
 Transaction ID  Bill State/Prov **Texas - TX**  
 User Data 1   
 User Data 2   
 User Data 3   
 PROCESS AS

**MANDATORY FIELDS**

**Response Information**

Response / Status   
 Action Code  CW2 Response   
 Authorization Code  Address Match   
 Response  Zip Match   
 Transaction ID   
 AVS Description

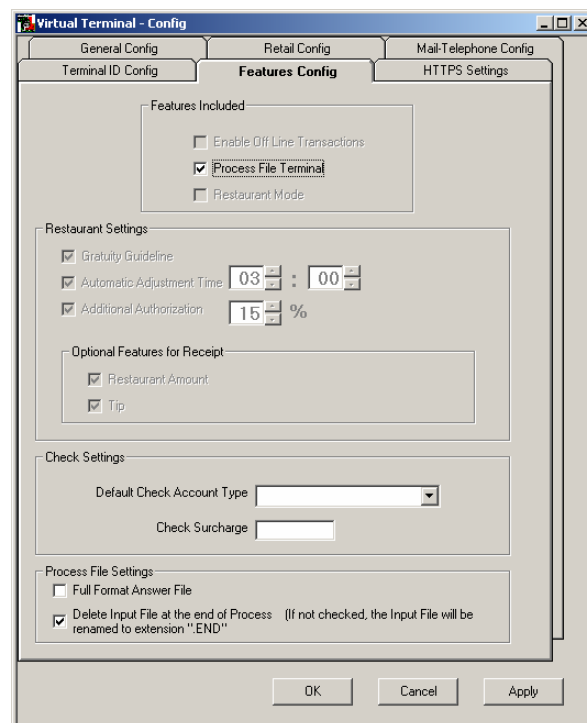
ON Line Transactions

Reprint Last Close Clear Fields Submit

Figure 3-66

### 3.6.2 Process File Terminal

Enable this option if you would like to process all of your transactions at once, taking information from an input file and returning the results for all transactions (see Figure 3-67). If you would like to select this option, both *Enable Off Line Transactions* and *Restaurant Mode* must not be selected.



**Virtual Terminal - Config**

General Config Retail Config Mail-Telephone Config

Terminal ID Config **Features Config** HTTPS Settings

**Features Included**

☐ Enable Off Line Transactions  
☒ **Process File Terminal**  
☐ Restaurant Mode

**Restaurant Settings**

☒ Gratuity Guideline  
☒ Automatic Adjustment Time  03 :  00  
☒ Additional Authorization  15 %

**Optional Features for Receipt**

☒ Restaurant Amount  
☒ Tip

**Check Settings**

Default Check Account Type   
 Check Surcharge

**Process File Settings**

☐ Full Format Answer File  
☒ Delete Input File at the end of Process (If not checked, the Input File will be renamed to extension ".END")

OK Cancel Apply

Figure 3-67

### 3.6.3 Restaurant Mode

Enable this option if you are operating as a restaurant and would like those features available, such as Gratuity Guideline, Automatic Adjustment Time, Additional Authorization, Restaurant Amount and Tip. In order to select *Restaurant Mode*, *Enable Off Line Transactions* and *Process File Terminal* must not be selected (see Figure 3-68).

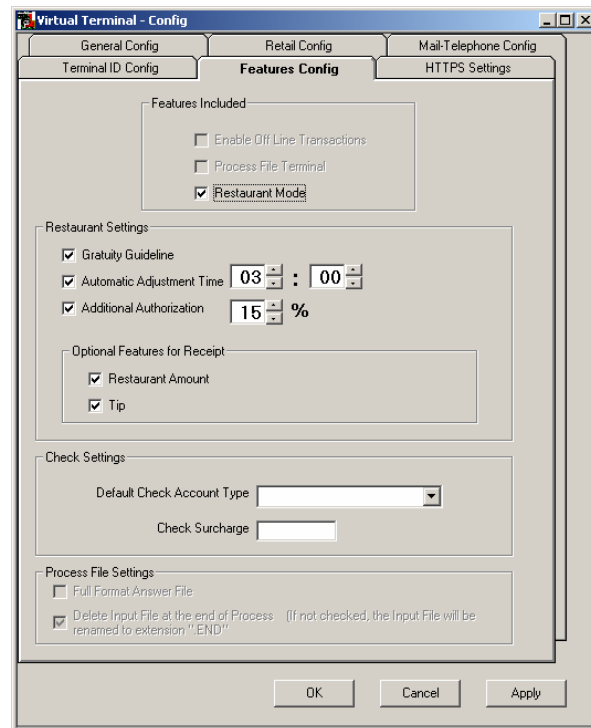


Figure 3-68

Selecting this option reflects on the regular Virtual Terminal screen as *Sale* and *Capture* are no longer accessible transaction types (see Figure 3-69).

Figure 3-69

### 3.6.4 Restaurant Settings

This section refers to options that are available when operating in Restaurant Mode.

### 3.6.4.1 Gratuity Guideline

Enable this option if you would like to automatically calculate the gratuity for a ticket as a guide for the customer.

(See Figure 3-70)

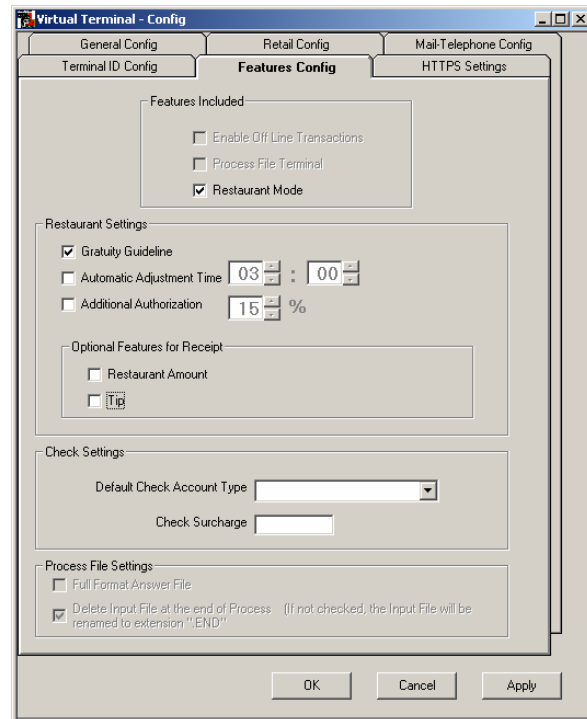


Figure 3-70

### 3.6.4.2 Automatic Adjustment Time

Select this option and configure it to offset for the batch run at the end of the shift. (see Figure 3-71)

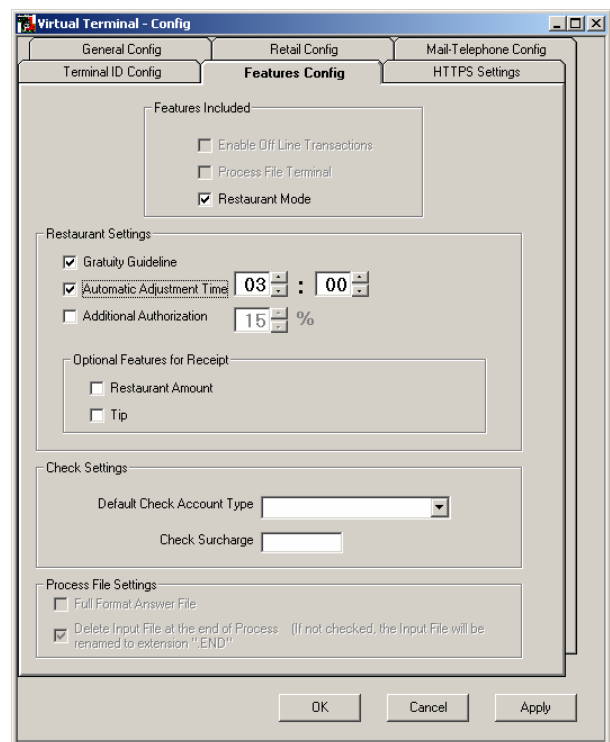


Figure 3-71



### 3.6.4.3 Additional Authorization

Enable and configure this option for whatever percentage amount of the original ticket you would like to authorize in addition to the original bill, as an estimated tip. The final capture will reflect the correct amount of the bill and the tip. (see Figure 3-72)

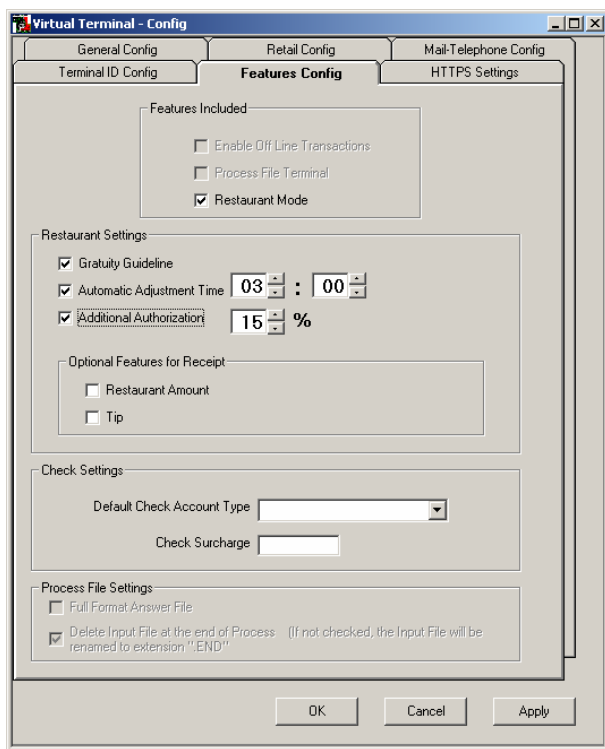


Figure 3-72

### 3.6.4.4 Optional Features for Receipt

These features determine what is printed on the customers' receipts, and is divided into Restaurant Amount and Tip.

#### 3.6.4.4.1 Restaurant Amount

Enable this option if you would like to display an additional line of “Total Amount \_\_\_\_\_” on the receipt where the customer can write the final amount, including both cost and tip. (see Figure 3-73)

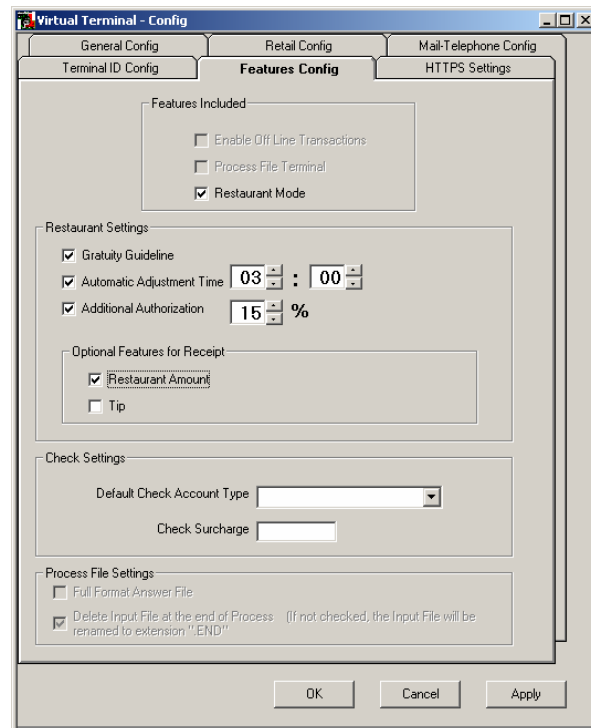


Figure 3-73

#### 3.6.4.4.2 Tip

Enable this option if you would like to display an addition line on the receipt reading “Tip \_\_\_\_\_” where the customer can write in the tip amount (see Figure 3-74).

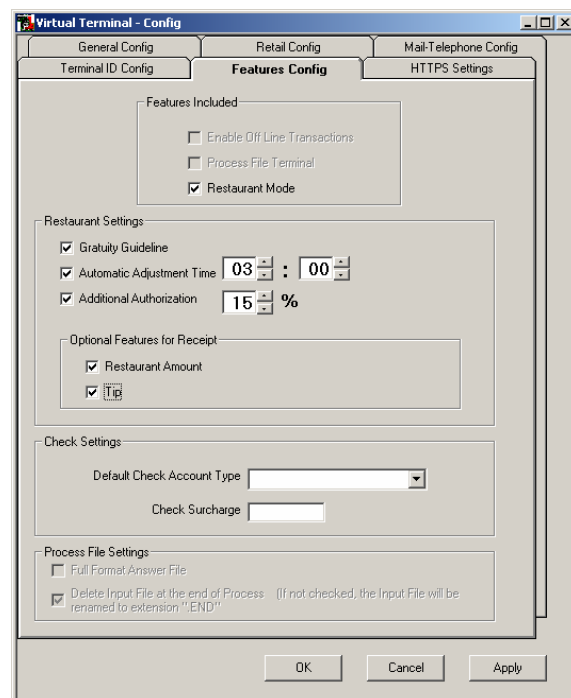


Figure 3-74

## 3.6.5 Check Settings

This section contains options for accepting checks, including Default Check Account Type and Check Surcharge.

### 3.6.5.1 Default Check Account Type

Choose the type of account you would like to use for your transactions (see Figure 3-75).

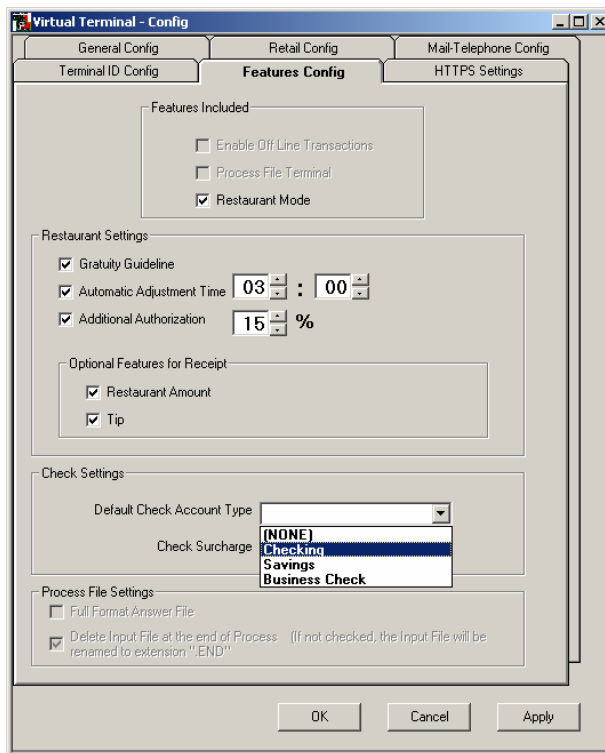


Figure 3-75

### 3.6.5.2 Check Surcharge

In this field, enter the amount you would like to charge for check transactions (see Figure 3-76).

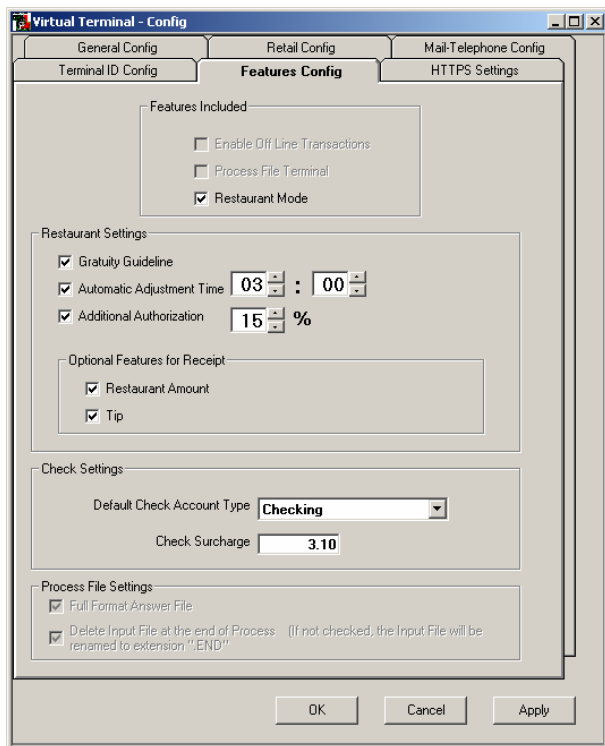


Figure 3-76

### 3.6.6 Process File Settings

If you are operating in Process File Terminal mode, configure these settings to your satisfaction (see Figure 3-77).

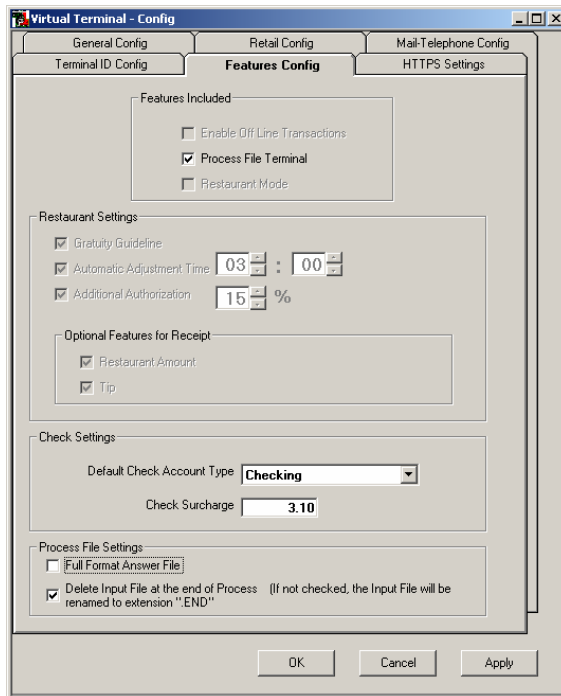


Figure 3-77

### 3.6.6.1 Full Format Answer File

Select this option if you wish your answer file to occur in full format (see Figure 3-78). It will then contain both the information originally sent and the response information, including address verification, if applicable. The value defaults to disabled.

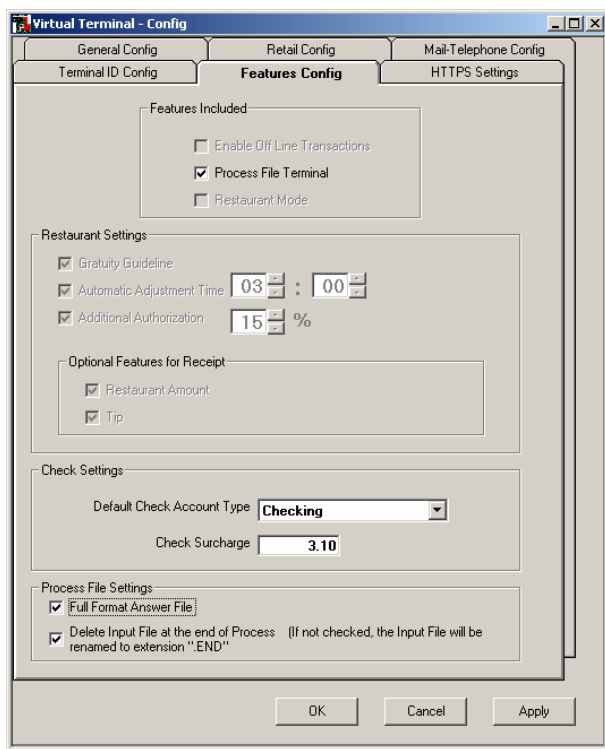


Figure 3-78

### 3.6.6.2 Delete Input File

Select this option if you wish your input file to be automatically deleted upon processing. If you do not wish this to happen, the input file will automatically be renamed to extension “\*.END” (see Figure 3-79). This option defaults to enabled.

If any error is detected in the input file, the output file will be empty, and the error file will be found under the input filename with extension “.ERR”.

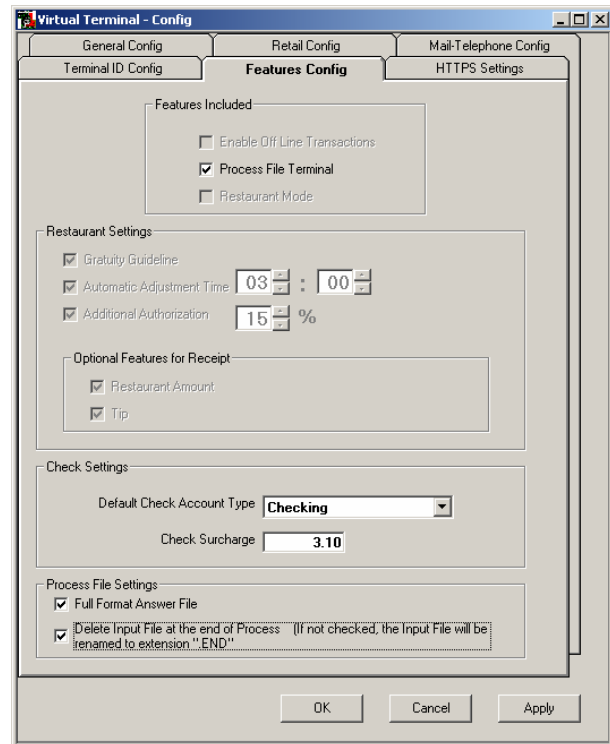


Figure 3-79

## 3.7 Completion

Upon completion of all configuration items, click on the <OK> button. The installer will be returned to the original *Virtual Terminal* window (see Figure 3-78).

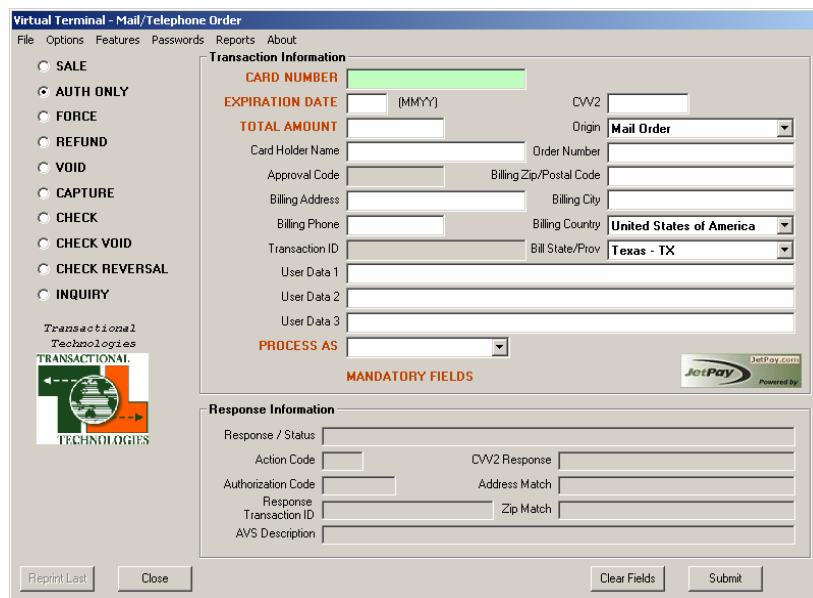


Figure 3-78

## 4 Features

The next option on the top-line menu is features (see Figure 4-1). The appearance of this menu will vary depending on the options selected in Features Config, discussed in Section 3.6.

Figure 4-1

The option of Transactions Declined is always available on this menu, regardless of what options are enabled, or if no options are enabled (see Figure 4-2).

Figure 4-2

When selecting Transactions Declined, the Reporting Password (see section 5.4) will appear if it has been set (see Figure 4-3). Enter in the password and click <Accept>.

Figure 4-3

This will take you to the Transactions Declined screen (see Figure 4-4).

Order Number	Transaction ID	Account	Ex Date	Amount	Date	Time	Terminal ID	A Code	Response
	100005431000005263	xxxx7815	0808		06/14/04	19:16:35	BANANAPC0001	025	REJECTED
	440645153512M972Gw	xxxx1000	0512	1.00	06/15/04	15:15:15	TESTTERMINAL	091	ISSUER UNAVAILABLE OR SWI
		xxxx0019	9999	1.00	06/20/04	21:19:28	TESTTERMINAL	A87	Invalid credit card expiration date.
	440652163150FFR0QD	xxxx1000	0512	20.00	06/22/04	16:11:54	TESTTERMINAL	989	DB SYSTEM ERROR (TRAN/ PL
	540662164250wZ19NM	xxxx1000	0511	25.00	06/22/04	16:12:50	TESTTERMINAL	A89	Invalid credit card number.
	8B9A78284D CFAC8VkJ	xxxx7463	0511	25.00	06/22/04	16:18:47	TESTTERMINAL	913	CARD TYPE NOT SUPPORTED
	641778284E8EGZ66Nb	xxxx7463	0511	25.00	06/22/04	16:19:05	TESTTERMINAL	A89	Invalid credit card number.
	2A7AA7A777CH6QBCwY	xxxx2548	0809	32.00	06/22/04	16:21:40	TESTTERMINAL	913	CARD TYPE NOT SUPPORTED

Figure 4-4

You then have the option to Copy to Clipboard for printing, to Delete All to clear the records, or simply to exit without doing anything.

### 4.1 Restaurant Mode

When the Restaurant Mode option has been enabled, as discussed in Section 3.6.3, the Features Menu will appear as in Figure 4-5, with both Tip Adjustment and Transactions Declined available to selection.

Figure 4-5

Choosing Tip Adjustments will open the Tip Adjustments window (see Figure 4-6), showing all pending transactions.



Order Number	Transaction ID	Card Number	Amount	Tip	Total	Status
	4406521632330RWZVT	xxxx1000	20.00			P
	641778284EBHIAUdd	xxxx7464	25.00			P
	5838A7AC3349bTGLSW	xxxx7452	28.00			P
	588FA7A77899HH8ZQm	xxxx2546	32.00			P
	586DAB39878GHcbbZT	xxxx1585	54.00			P

Figure 4-6

In the yellow column, enter the tip amounts as given by the customer, and then click <Calculate Totals> (see Figure 4-7).

Order Number	Transaction ID	Card Number	Amount	Tip	Total	Status
	4406521632330RWZVT	xxxx1000	20.00	4.75	24.75	P
	641778284EBHIAUdd	xxxx7464	25.00	4.00	29.00	P
	5838A7AC3349bTGLSW	xxxx7452	28.00	6.25	34.25	P
	588FA7A77899HH8ZQm	xxxx2546	32.00	10.00	42.00	P
	586DAB39878GHcbbZT	xxxx1585	54.00	9.00	63.00	P

Figure 4-7

Now clicking <Save Tips> will save these amounts so the window may be closed and reopened without having to reenter the tip amounts. If some of the tip amounts are greater than the percentage configured in the Additional Authorization discussed in section 3.6.4.3, a warning will appear to notify you of this (see Figure 4-8).

Figure 4-8

Click <OK> and a message will inform you that the Tips were saved (see Figure 4-9).

Figure 4-9

Click <OK>. Now the transactions may be settled by clicking <Send All>. You will see a message asking if you want to make the adjustment (see Figure 4-10).

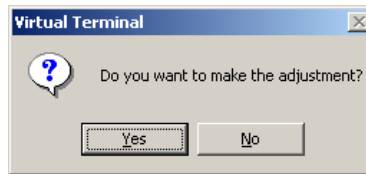


Figure 4-10

Click either <Yes> if you are sure, or <No> if you are not. Clicking <Yes> will proceed to send all of the transactions (see Figure 4-11).

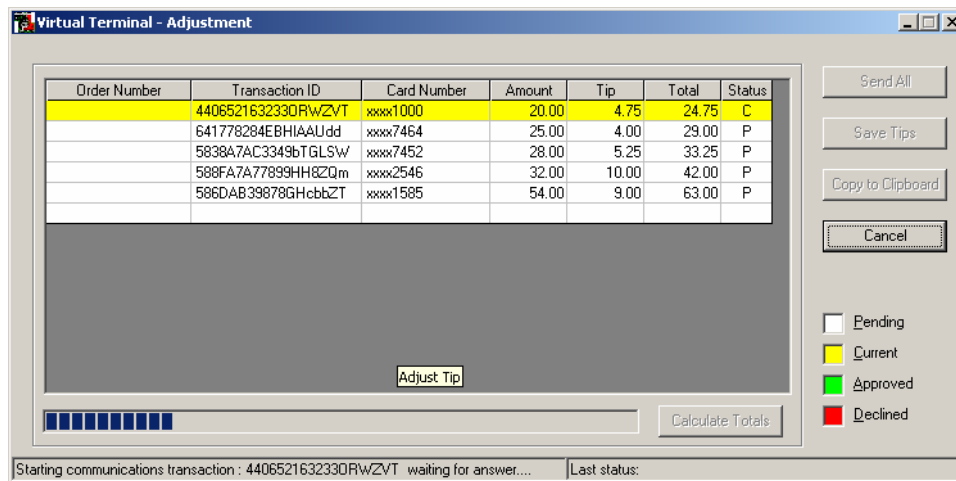


Figure 4-11

The response will show approved transactions in green and declined transactions in red (see Figure 4-12).

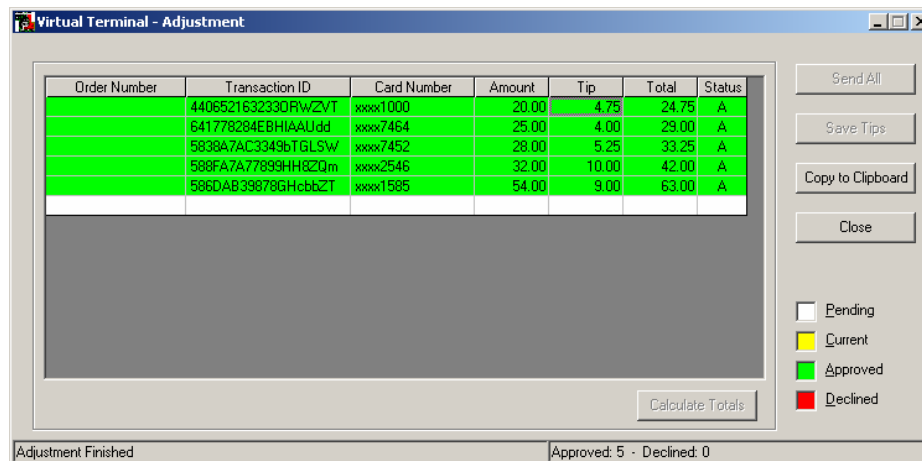


Figure 4-12

Now you may either Copy to Clipboard for printing, or Close the window.

## 4.2 Enable Off Line Transactions

When the option has been selected to Enable Off Line Transactions, as discussed in Section 3.6.1, the Features menu will appear as in Figure 4-13, with both Off Line Transactions and Transactions Declined as options.

Figure 4-13

Choosing [Off Line Transactions] will open the *Off Line Transactions* screen (see Figure 4-14).

Order Number	Transaction ID	Account	Account Holder Name	Amount	Trans Type	Status
	440652175639DMEYkh	xxxx1000		10.00	AUTHONLY	P
	589E477A7E858VXQZe	xxxx1245		25.00	AUTHONLY	P
	588F84888FD6YQ3CGb	xxxx4121		14.00	AUTHONLY	P
	641747AF7D7H5NSbPd	xxxx3626		45.00	AUTHONLY	P

Figure 4-14

If any of the information showing for a transaction is incorrect, click on <Edit Transaction> to change the transaction information. This will open the Modify Transaction screen, where all changes can be made (see Figure 4-15).

**Modify Transaction**

Transaction Info

Transaction ID: 440656135132U8LLPZ

Account Number: xxxx1000

Account Holder Name:

Transaction Type: AUTHONLY

Terminal ID: TESTTERMINAL

Total Amount: 15.89

Order Number:

User Data 1:

User Data 2:

User Data 3:

Check Number:

Check Type:

ABA Number:

Billing Address:

Billing City:

Zip/Postal Code:

Billing Phone:

Billing Country: United States of America

Bill State/Prov: Texas - TX

Save Close

Figure 4-15

Make all necessary alterations, then click <Save> to save the changes and <Close> to exit the screen when all changes have been made. The Off Line Transactions screen should now be showing the altered information (see Figure 4-16).

**Virtual Terminal - Off Line Transactions**

Order Number	Transaction ID	Account	Account Holder Name	Amount	Trans Type	Status
59889F8778BGBJH0le	xxxx1595			24.38	AUTHONLY	P
64176B9AC685U0gPKX	xxxx2581			57.26	AUTHONLY	P
5C9A7C45467HMSBPGI	xxxx3023			45.00	AUTHONLY	P
440656135132U8LLPZ	xxxx1000			15.00	AUTHONLY	P

Send All

Save Amount

Copy to Clipboard

Close

☐ Pending

☒ Current

☐ Approved

☐ Declined

☐ Removed

Edit Transaction Remove Transaction

Transactions pending defined: 4

Figure 4-16

If there are any transactions showing that should not be present, click on the transaction to remove, then click <Remove Transaction>. This will highlight the transaction in an olive brown color to indicate it has been removed (see Figure 4-17).

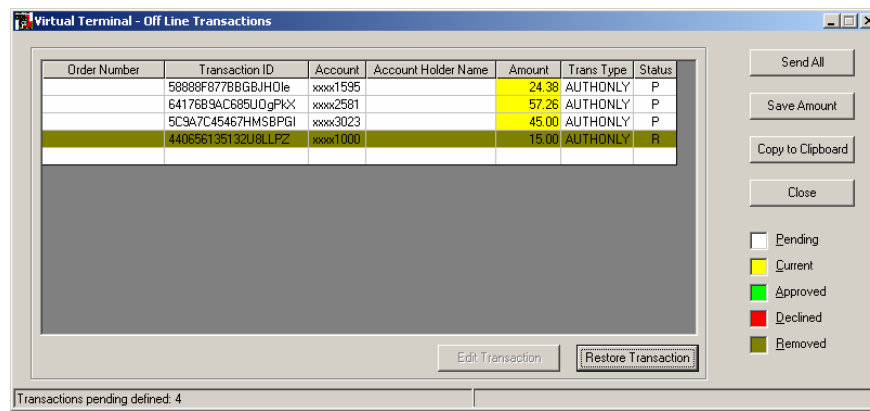


Figure 4-17

If this transaction has been removed in error, click on the highlighted transaction, then click <Restore Transaction> to return it to the list to be processed (see Figure 4-18).

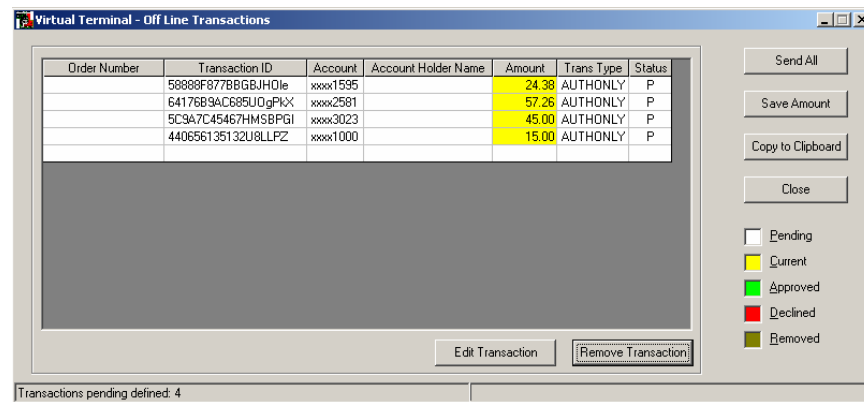


Figure 4-18

Choosing <Save Amount> will open a message to confirm that the amount information has been saved (see Figure 4-19).

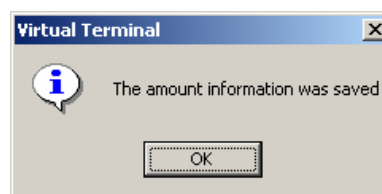


Figure 4-19

Now choosing <Send All> will ask to confirm (see Figure 4-20), then submit the off line transactions for processing (see Figure 4-21).

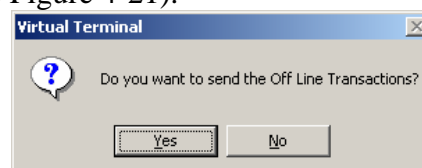


Figure 4-20

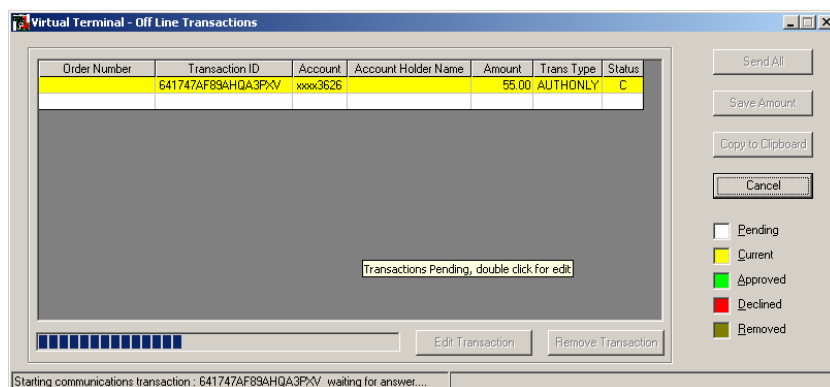


Figure 4-21

If one of the transactions is declined, an error message will appear asking if the transaction should be removed (see Figure 4-22).

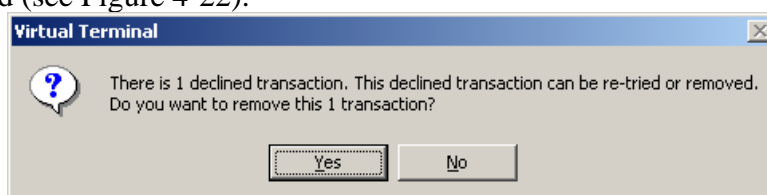


Figure 4-22

Click either <Yes> to remove or <No> to re-try and the submission will continue until complete (see Figure 4-23).

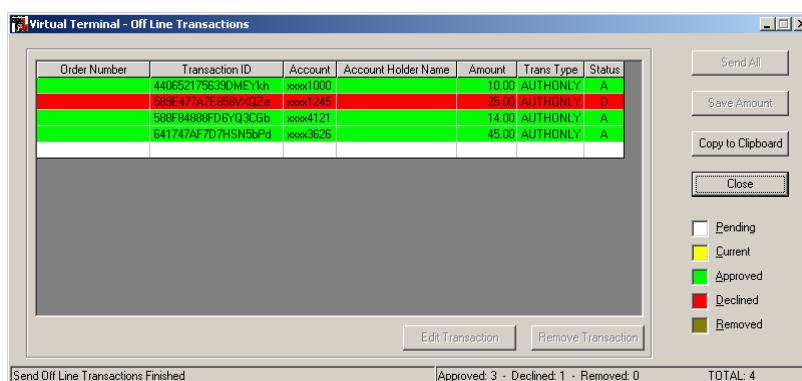


Figure 4-23

Now click <Copy to Clipboard> to copy the information to a word processing program for printing, or <Close> to exit.

### 4.3 Process File

Enabling the File Process option in Features Config as discussed in Section 3.6.2 will cause the Features menu to appear as it does when no options are selected (see Figure 4-2).

## 5 Passwords

Passwords permit the merchant to protect the integrity of their transactions. By assigning passwords, the merchant protects unauthorized modifications to the application configuration as well as protecting from unauthorized REFUND and VOID transaction types.

There are four passwords that can be configured. They are:

- Start-Up Password
- Merchant Password
- Transaction Password
- Reporting Password

### 5.1 Start-Up Password

The Start-Up Password protects the entire program. It will require the entry of this password before it will run the program each time Virtual Terminal is opened. This password should be available only to those individuals having a valid reason to use the VTJetCom application.

When entering this password, it can ONLY contain alphanumeric data (i.e. 1 2 3, a b c, etc.). It can accept no special characters (i.e. \$%&\*/, etc.). The password must be at least one character in length but cannot exceed eight characters.

To set the Start Up Password, go to Passwords and Start Up Passwords on the top menu (see Figure 5-1)

Figure 5-1

The merchant will then be required to enter the *Old Password* (if this is the initial configuration, no password will be entered), the *New Password* and then to *Confirm Password*. The *Confirm Password* is the same password entered in the *New Password* field and is required to ensure that the password was typed correctly (see Figure 5-2). If the merchant forgets this password, the only way to reset it is to contact the Transactional Technologies help desk at 1-800-834-4405 option 2.



**NOTE:**

*The password must be an alphanumeric value. Special characters #, +, =, etc.) are not allowed in the password field. Although there is no minimum requirement for the password, it cannot exceed 8 characters in length.*



Figure 5-2

Once the password fields have been filled out, click on the <Accept> button.

If this screen automatically appears, and the merchant does not wish to set a password, leave all fields blank and the password will not be required.

## 5.2 Merchant Password

The *Merchant Password* protects the integrity of the configuration of the VTJetCom application. If the merchant is requiring their staff to enter a password to perform Refunds and Voids, it is imperative that the merchant configures the *Merchant Password*. This will prevent their staff from disabling the password protection on Refunds and Voids.

Like all passwords, the *Merchant Password* should never be written down nor discussed with personnel not authorized to have this information. However, if the password is written down, it should be kept in a secure location with restricted access (safe, lock box, etc.)

The *Merchant Password* protects the integrity of Virtual Terminal configuration. Once configured, the merchant will be required to enter the *Merchant Password* when a configuration change is required.

When assigning a password, the password field can contain ONLY alphanumeric data (i.e., 1, 2, 3, 4, a, b, c, D, etc.). It cannot contain special characters. The password must be at least one (1) digit in length but cannot exceed eight (8) digits.

To configure the *Merchant Password*, select [Passwords] + [Merchant Password] from the top-line menu of the application (see Figures 5-3).



Figure 5-3

The merchant will then be required to enter the *Old Password* (if this is the initial configuration, no password will be entered), the *New Password* and then to *Confirm Password*. The *Confirm Password* is the same password entered in the *New Password* field and is required to ensure that the password was typed correctly (see Figure 5-4).

### **NOTE:**

*The password must be an alphanumeric value. Special characters (#, +, =, etc.) are not allowed in the password field. Although there is no minimum requirement for the password, it cannot exceed 8 characters in length.*

Figure 5-4

Once the password fields have been filled out, click on the <Accept> button.

## 5.3 Transaction Password

Due to the nature of REFUND and VOID transactions, it is highly recommended that a *Transaction Password* be set. This will prevent unauthorized REFUND and/or VOID transactions from being conducted by the merchant's staff.

Like all passwords, the *Transaction Password* should never be written down nor discussed with personnel not authorized to have this information. However, if the password is written down, it should be kept in a secure location with limited access (safe, lock box, etc.)

The *Transaction Password* protects the integrity of REFUND and VOID transactions. Once configured, the merchant will be required to enter the *Transaction Password* when a REFUND or a VOID transaction is performed.

To configure the *Transaction Password*, select [Passwords] + [Transaction Password] from the top-line menu of the application (see Figure 5-5).

Figure 5-5

The merchant will then be required to enter the *Old Password* (if this is the initial configuration, no password will be entered), the *New Password* and then to *Confirm Password*. The *Confirm Password* is the same password entered in the *New Password* field and is required to ensure that the password was typed correctly (see Figure 5-6).

## **NOTE:**

*The password must be an alphanumeric value. Special characters #, +, =, etc.) are not allowed in the password field. Although there is no minimum requirement for the password, it cannot exceed 8 characters in length.*

Figure 5-6

Once the password fields have been filled out, click on the <Accept> button.

## 5.4 Reporting Password

The reporting password is designed to restrict access to reports generated by the virtual terminal. It is highly recommended, but not required, to assign a password to the reporting function of the Virtual Terminal.

Like all passwords, the *Reporting Password* should never be written down nor discussed with personnel not authorized to have this information. However, if the password is written down, it should be kept in a secure location with limited access (safe, lock box, etc.)

To configure the *Reporting Password*, select [Passwords] + [Reporting Password] from the top-line menu of the application (see Figures 5-7).

Figure 5-7

The merchant will then be required to enter the *Old Password* (if this is the initial configuration, no password will be entered), the *New Password* and then to *Confirm Password*. The *Confirm Password* is the same password entered in the *New Password* field and is required to ensure that the password was typed correctly (see Figure 5-8).

### **NOTE:**

*The password must be an alphanumeric value. Special characters (/, #, +, =, etc.) are not allowed in the password field. Although there is no minimum requirement for the password, it cannot exceed 8 characters in length.*



Figure 5-8

Once the password fields have been filled out, click on the <Accept> button.

## 6 About

The next option in the top-line menu is About (see Figure 6-1).

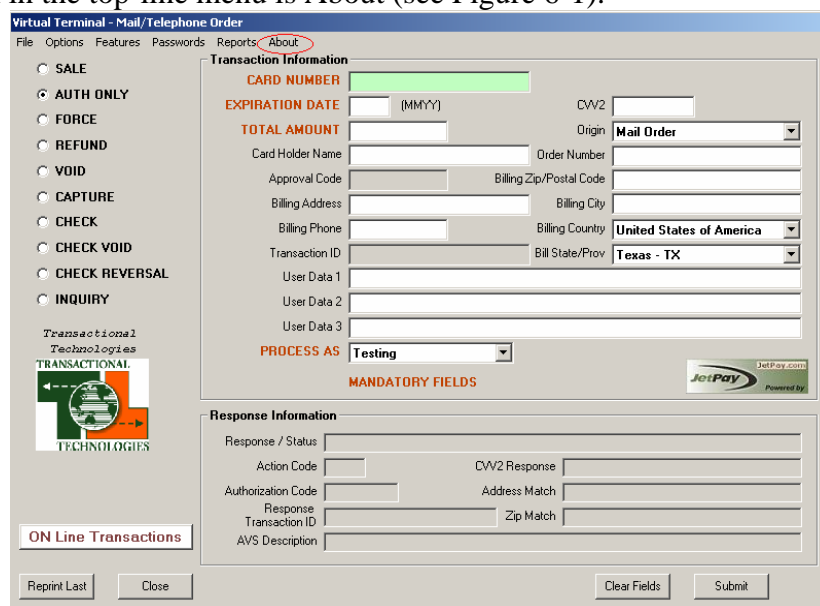


Figure 6-1

Clicking on this option will open a screen to give the details about this version of Virtual Terminal, as well as the contact information for Transactional Technologies, LLC (see Figure 6-2).

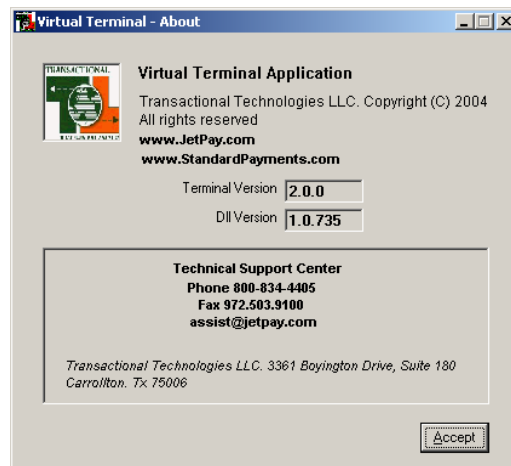


Figure 6-2

When you are ready to close this screen, click <Accept> to exit.

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## 7 Using the VTJetCom Application

With the Virtual Terminal application, the merchant is able to perform a Sale, Auth Only, Force, Refund, Void, Capture, Check, Check Void, Check Reversal and Inquiry transaction. Certain functions may be restricted to specific staff member for security purposes (i.e., Refunds and Voids).

### 7.1 *Transaction Types*

There are various transaction types available to the merchant. With a clear understanding of what each transaction type is capable of, the merchant becomes more informed and is able to receive the desired results.

#### 7.1.1 Sale

A Sale is a transaction where a customer purchases goods or services. Both authorization of the transaction and the settlement of the transaction occur.

#### 7.1.2 Auth Only

An *Auth Only* is a transaction that does not submit the transaction for settlement. An Auth-Only transaction will not settle unless it is subsequently captured.

#### 7.1.3 Force

When a referral message response is received, or a temporary interruption of service occurs, a voice authorization must be obtained to use the card. After receiving the voice authorization, a *Force* transaction can be performed to conduct the sale. The *Force* transaction forces the settlement of the authorized transaction by entering the following information:

- Card Number
- Expiration Date
- Total Amount
- Approval Code
- Process As

#### 7.1.4 Refund

A *Refund* is a transaction that is performed to credit a customer's card for the amount of a settled Sale transaction. If the transaction has not settled (attempting to re-credit the customer's card the same day as the sale), a Void transaction must be performed.

#### 7.1.5 Void

A *Void* is a transaction that is performed to remove a Sale transaction that was mistakenly completed through the credit card system. A void can only be performed on the same day as the sale. If the transaction has already been settled, a Refund transaction must be performed.

### 7.1.6 Capture

A *Capture* is a transaction that is performed to move an authorized transaction, which was previously authorized through an Auth-Only transaction, into settlement.

### 7.1.7 Check

A *Check* transaction is a sale that is being paid by check.

### 7.1.8 Check Void

A *Check Void* is a transaction used to void a *check* transaction type. A *Check Void* transaction can ONLY be processed if the original *Check* transaction type has not been settled by the processor.

### 7.1.9 Check Reversal

A *Check Reversal* is a transaction that actually transfers money from the merchant to the individual's checking account that originally paid by check. A *Check Reversal* transaction is used by the merchant if the original *Check* transaction type has already been settled by the processor.

### 7.1.10 Inquiry

An *Inquiry* is a transaction that is performed to determine the status of an unsettled transaction. The *Inquiry* specifies that the transactions is accepted, authorized or not found.

## 7.2 Switching Terminal Types

The merchant is capable of changing from the *Virtual Terminal - Retail* interface to the *Virtual Terminal Mail/Telephone Order* at any time.

### 7.2.1 Switching from Retail to MOTO or File Processing

If the displayed terminal is the *Virtual Terminal - Retail*, select [Options] + [Terminal Type] + [Mail/Telephone] from the applications top-line menu (see Figure 7-1). This will change the terminal type from Retail (*Virtual Terminal - Retail*) to MOTO (*Virtual Terminal Mail/Telephone Order Terminal*). If the [Process File Terminal] has been enabled in the *Features Config* (Section 3.6.2), then Process File will be one of the menu options (see Figure 7-2). Select [Process File] to switch to *Virtual Terminal - File Processing Status*.



**Virtual Terminal - Retail**

File Options Features Passwords Reports About

Terminal Type **Mail/Telephone Ctrl+M**

Configure Ctrl+N  
Diagnostics Ctrl+S  
Get Card Number Ctrl+G  
Close Batch Reporting Ctrl+B

**VOID**  
**CAPTURE**  
**CHECK**  
**CHECK VOID**  
**CHECK REVERSAL**  
**INQUIRY**

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**CARD NUMBER**  
**PIRATION DATE** (MMYY)  
**TOTAL AMOUNT**  
Tax Amount  
Card Holder Name  
Approval Code  
Order Number  
Transaction ID  
User Data 1  
User Data 2  
User Data 3  
**PROCESS AS**  
**MANDATORY FIELDS**

**Response Information**  
Response / Status  
Action Code  
Authorization Code  
Response Transaction ID

CV2  
CV2 Response

Reprint Last Close Clear Fields Submit

Figure 7-1

**Virtual Terminal - Retail**

File Options Features Passwords Reports About

Terminal Type **File Process Ctrl+P**

Configure Ctrl+N  
Diagnostics Ctrl+S  
Get Card Number Ctrl+G  
Close Batch Reporting Ctrl+B

**VOID**  
**CAPTURE**  
**CHECK**  
**CHECK VOID**  
**CHECK REVERSAL**  
**INQUIRY**

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**CARD NUMBER**  
**PIRATION DATE** (MMYY)  
**TOTAL AMOUNT**  
Tax Amount  
Card Holder Name  
Approval Code  
Order Number  
Transaction ID  
User Data 1  
User Data 2  
User Data 3  
**PROCESS AS**  
**MANDATORY FIELDS**

**Response Information**  
Response / Status  
Action Code  
Authorization Code  
Response Transaction ID

CV2  
CV2 Response

Reprint Last Close Clear Fields Submit

Figure 7-2

## 7.2.2 Switching from MOTO to Retail or File Processing

If the displayed terminal is the *Virtual Terminal - Mail/Telephone Order Terminal*, select [Options] + [Terminal Type] + [Retail] from the applications top-line menu (see Figure 7-3).

This will change the terminal type from MOTO (*Virtual Terminal - Mail/Telephone Order Terminal*) to Retail (*Virtual Terminal - Terminal*). If [Process File Terminal] has been enabled under the *Features Config* (section 3.6.2), File Process will also appear in this list (see Figure 7-4). Select [File Process] to switch to *Virtual Terminal - File Processing Status*.

Figure 7-3

Figure 7-4

### 7.3 Using the Virtual Terminal - Retail Terminal

The *Virtual Terminal - Retail* window is primarily used by merchants that sale goods and services over the counter.

### 7.3.1 Field Information

Like the *Virtual Terminal - Mail/Telephone Order* Terminal window, the *Virtual Terminal - Retail* window is divided into three unique areas. One area defines the type of transaction to be performed (Sale, Auth Only, Force, etc.) and is defined in more detail in chapter 6.1. The other two areas are *Transaction Information* and *Response Information*, which are described in detail within this chapter.

The *Transaction Information* frame deals with the actual data used in submittal of the transaction.

The *Response Information* frame identifies the various responses and codes that can be returned during/after the processing of the transaction.

#### 7.3.1.1 Transaction Information

The more information the merchant can input in the *Transaction Information* pane the less risk involved with being required to perform Refunds and Voids.

A description of the fields available in the *Virtual Terminal - Retail* window follows:

- **Card Number:** Input the 15 or 16 digit card number (American Express cards have 15 numbers whereas all others have 16). **This is a required field.**
- **Expiration Date:** Input the expiration date as it appears on the card. Note: The format of this field is MMY (month and year). Only 4 numerical digits can be entered in this field. Do not enter dashes “-“ or slashes “/”. **This is a required field.**
- **CVV2 Number:** Input the CVV2 number as it appears on the signature block on the back of the card. **This is a required field if the CVV2 field was checked in the configuration settings.**
- **Total Amount:** Input the total amount of the sale (goods and services plus tax). **This is a required field.**
- **Check Acct Type:** Type of checking account (displayed only when processing payment by check).
- **Tax Amount:** Input the amount of taxes for this sale.
- **Card Holder Name:** Input the name of the card holder (as it appears on the card).
- **Approval Code:** Used for Force and Void transactions. The processor would have provided the approval code during the initial transaction either verbally (Voice Auth – when

- Order Number: Merchant's purchase identification number (i.e., invoice number, purchase order number, etc.)
- Transaction ID: Unique 18-character ID that identifies a jetpay transaction through its life-cycle.
- User Data 1: Input information that the merchant deems necessary.  
**This is a required field if the *User Data 1* field was defined AND was checked as a mandatory field.**
- User Data 2: Input information that the merchant deems necessary.  
**This is a required field if the *User Data 2* field was defined AND was checked as a mandatory field.**
- User Data 3: Input information that the merchant deems necessary.  
**This is a required field if the *User Data 3* field was defined AND was checked as a mandatory field.**
- Process As: Select the appropriate Terminal ID for this sale. If the merchant only has one terminal ID, this field will not need to be modified.

This information may be entered manually or can be entered through a card reader, as discussed in Section 10. Transactions entered through a card reader are referred to as swiped transactions. Swiped transactions generally offer the retailer a better discount rate.

### 7.3.1.2 Response Information

The following is a brief description of the information fields:

- Response/Status: Brief description of the status of the transaction.
- Action Code: The Virtual Terminal provides this code only if there was an error entering the data into any of the fields (incorrect format, invalid price, invalid cvv2, etc.)  
Refer to Chapter 8 for a list of available Action Codes.
- CVV2 Response: This data is provided by the association (Visa, MasterCard, etc.) to verify that the appropriate CVV2 data was provided. The CVV2 number is located on the back of the card on the signature panel (last 3 digits separated from the card number).
- Authorization Code: This code is provided by the host processor.
- Response Transaction ID: The Transaction ID is provided by the host processor.

### 7.3.2 Sale

A Sale is a transaction where the customer purchases goods or services. Both authorization of the transaction and the settlement of the transaction occur. To perform a *Sale* transaction select *SALE* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-5).

Virtual Terminal - Retail

File Options Features Passwords Reports About

☒ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

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**Transaction Information**

CARD NUMBER  
EXPIRATION DATE (MMYY) CV2  
TOTAL AMOUNT  
Tax Amount  
Card Holder Name  
Approval Code  
Order Number  
Transaction ID  
User Data 1  
User Data 2  
User Data 3  
PROCESS AS  
MANDATORY FIELDS

**Response Information**

Response / Status  
Action Code CV2 Response  
Authorization Code  
Response Transaction ID

Reprint Last Close Clear Fields Submit

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Figure 7-5

If using the Magtek Mini-Wedge Card Reader, swipe the card and then enter other desired information in the fields provided (*Total Amount* is a required field).

If the site is not using the Magtek Mini-Wedge Card Reader, the merchant must manually input the record data.

Required fields for a *Sale* transaction are:

- Card Number
- Expiration Date
- Total Amount
- Process as (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

### 7.3.3 Auth Only

An Auth Only is a transaction that does not submit the transaction for settlement. An Auth Only transaction will not settle unless it is subsequently captured. To perform an *Auth Only* transaction select *AUTH ONLY* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-4).

Virtual Terminal - Retail

File Options Features Passwords Reports About

☐ SALE  
☒ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

CARD NUMBER   
EXPIRATION DATE  (MMYY) CW2   
TOTAL AMOUNT   
Tax Amount   
Card Holder Name   
Approval Code   
Order Number   
Transaction ID   
User Data 1   
User Data 2   
User Data 3   
PROCESS AS

MANDATORY FIELDS

**Response Information**

Response / Status   
Action Code  CW2 Response   
Authorization Code   
Response Transaction ID

Reprint Last Close Clear Fields Submit

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Figure 7-6

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Total Amount
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

### 7.3.4 Force

When a referral message response is received, or a temporary interruption of service occurs, a voice authorization must be obtained to use the card. After receiving the voice authorization, a Force transaction can be performed to conduct the sale. To perform a *Force* transaction select *FORCE* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-7).

Virtual Terminal - Retail

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☒ **FORCE**  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

CARD NUMBER   
EXPIRATION DATE  (MMYY) CV2   
TOTAL AMOUNT   
Tax Amount   
Card Holder Name   
APPROVAL CODE   
Order Number   
Transaction ID   
User Data 1   
User Data 2   
User Data 3   
PROCESS AS   
MANDATORY FIELDS

**Response Information**

Response / Status   
Action Code  CV2 Response   
Authorization Code   
Response Transaction ID

Reprint Last Close Clear Fields Submit

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Figure 7-7

The merchant must then enter the data to perform the transaction. The following items are required fields for all *Force* transactions:

- Card Number
- Expiration Date
- Total Amount
- Approval Code
- Process As (*Terminal ID*)

### **NOTE:**

*In the event of a problem, the merchant can receive a voice authorization by the processor that will enable them to process the transaction. In this event, the Approval Code will be provided to the merchant at that time. If the transaction was successfully completed electronically, the Approval Code would have been provided at that time.*

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

## 7.3.5 Refund

A Refund is a transaction that is performed to credit a customer's card for the amount of a settled Sale transaction. If the transaction has not settled (Attempting to re-credit the customer's card the same day as the sale), a Void transaction must be performed. To perform a *Refund* transaction select *Refund* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-8).

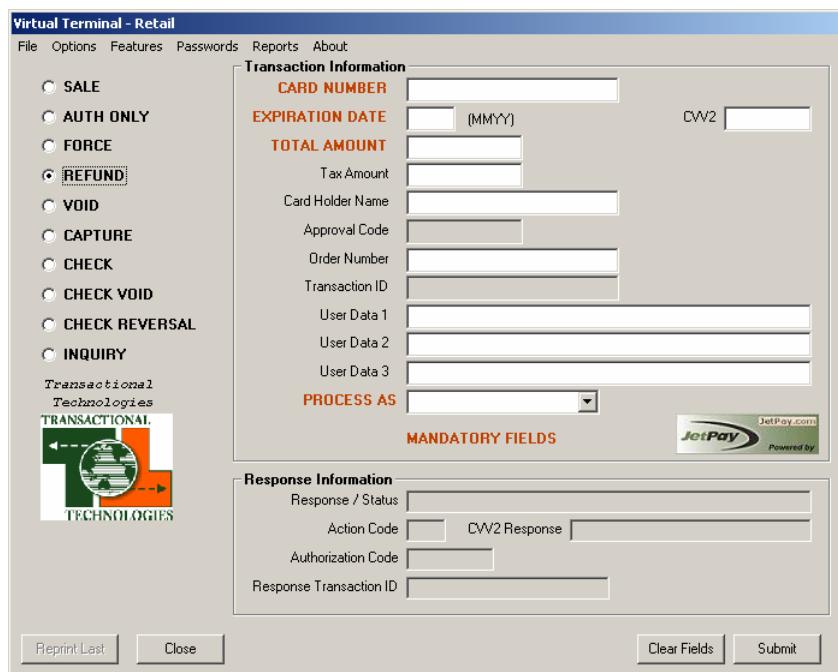


Figure 7-8

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Total Amount
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

### 7.3.6 Void

A void is a transaction that is performed to remove a Sale transaction that was mistakenly completed through the credit card system. A void can only be performed on the same day as the sale. If the transaction has already been settled, a Refund transaction must be performed. To perform a *Void* transaction select *Void* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-9).



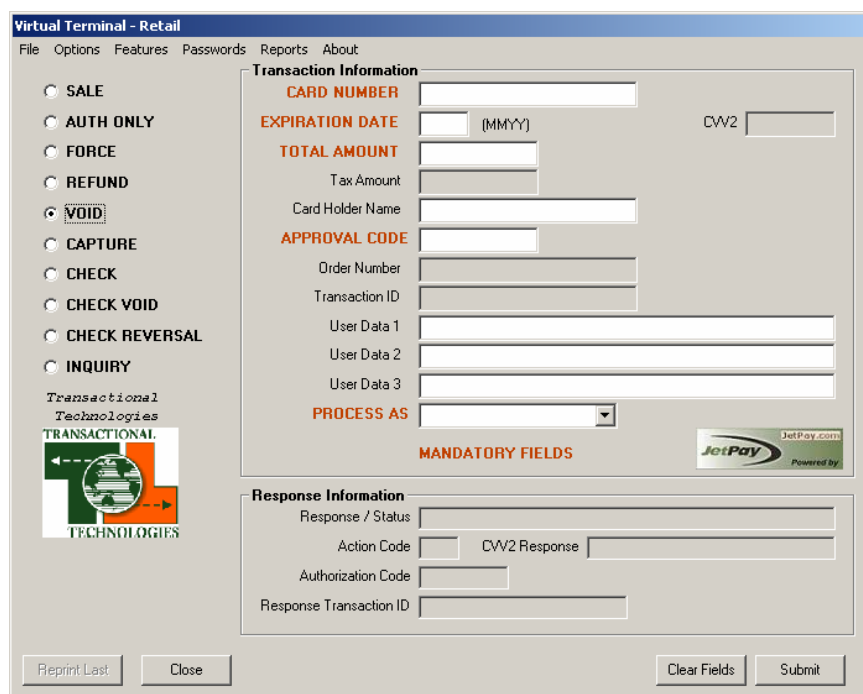


Figure 7-9

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Total Amount
- Approval Code
- Process As (*Terminal ID*)

### **NOTE:**

*In the event of a problem, the merchant can receive a voice authorization by the processor that will enable them to process the transaction. In this event, the Approval Code will be provided to the merchant at that time. If the transaction was successfully completed electronically, the Approval Code would have been provided at that time.*

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

## 7.3.7 Capture

A Capture is a transaction that is performed to move an authorized transaction, which was previously authorized through an Auth Only transaction, into settlement. To perform a *Capture*

transaction select *Capture* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-10).

The screenshot shows the 'Virtual Terminal - Retail' application window. On the left, a list of transaction types includes SALE, AUTH ONLY, FORCE, REFUND, VOID, CAPTURE (selected), CHECK, CHECK VOID, CHECK REVERSAL, and INQUIRY. Below this list is the Transactional Technologies logo. The main area is titled 'Transaction Information' and contains several input fields: CARD NUMBER, EXPIRATION DATE (with a [MMYY] placeholder), CV2, Total Amount, Tax Amount, Card Holder Name, Approval Code, Order Number, TRANSACTION ID, User Data 1, User Data 2, User Data 3, and PROCESS AS (a dropdown menu). A 'MANDATORY FIELDS' label is positioned below the PROCESS AS dropdown. At the bottom right of the main area is the JetPay logo with 'Powered by' text. Below the main area is the 'Response Information' section, which includes fields for Response / Status, Action Code, CV2 Response, Authorization Code, and Response Transaction ID. At the bottom of the window are buttons for 'Reprint Last', 'Close', 'Clear Fields', and 'Submit'.

Figure 7-10

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Transaction ID
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

### 7.3.8 Check

A Check transaction is a sale that is being paid by check. To perform a *Check* transaction select *Check* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-11).

**Virtual Terminal - Retail**

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☒ **CHECK**  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
**TRANSACTIONAL TECHNOLOGIES**

**Transaction Information**

ACCOUNT NUMBER   
ABA NUMBER  CHECK NUMBER   
TOTAL AMOUNT  CHECK ACCT TYPE   
Tax Amount   
ACCT HOLDER NAME   
Approval Code   
Order Number   
Transaction ID   
User Data 1   
User Data 2   
User Data 3   
PROCESS AS   
**MANDATORY FIELDS**

**Response Information**

Response / Status   
Action Code  CVV2 Response   
Authorization Code   
Response Transaction ID

Reprint Last Close Clear Fields Submit

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Figure 7-11

The following items are required fields (see Figure 7-9).

- Account Number
- ABA Number
- Check Number
- Total Amount
- Check Account Type
- Account Holder Name
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

### 7.3.9 Check Void

*Check Void* is a transaction that voids a *Check* transaction type. This must be performed if the transaction has already settled, or is occurring any day after the day of the check transaction. To void a check transaction on the same day, use the *Check Reversal* transaction. To perform a *Check Void* transaction select *Check Void* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-12).

Virtual Terminal - Retail

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☒ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

ACCOUNT NUMBER   
ABA NUMBER  CHECK NUMBER   
TOTAL AMOUNT  CHECK ACCT TYPE   
Tax Amount   
ACCT HOLDER NAME   
Approval Code   
Order Number   
Transaction ID   
User Data 1   
User Data 2   
User Data 3   
PROCESS AS   
MANDATORY FIELDS

**Response Information**

Response / Status   
Action Code  CVV2 Response   
Authorization Code   
Response Transaction ID

Reprint Last Close Clear Fields Submit

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Figure 7-12

The following fields are required to perform a *Check Void* transaction:

- Account Number
- ABA Number
- Check Number
- Total Amount
- Check Acct Type
- Account Holder Name
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

### 7.3.10 Check Reversal

A Check Reversal is a transaction used to void a check transaction type. A Check Reversal transaction can ONLY be processed if the original Check transaction type has not been settled by the processor. To perform a *Check Reversal* transaction select *Check Reversal* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-13).

**Virtual Terminal - Retail**

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☒ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

ACCOUNT NUMBER  
ABA NUMBER  
CHECK NUMBER  
TOTAL AMOUNT  
CHECK ACCT TYPE  
Tax Amount  
ACCT HOLDER NAME  
Approval Code  
Order Number  
Transaction ID  
User Data 1  
User Data 2  
User Data 3  
PROCESS AS  
MANDATORY FIELDS

**Response Information**

Response / Status  
Action Code  
CVV2 Response  
Authorization Code  
Response Transaction ID

Reprint Last Close Clear Fields Submit

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Figure 7-13

The following fields are required to perform a *Check Reversal* transaction:

- Account Number
- ABA Number
- Check Number
- Total Amount
- Check Account Type
- Account Holder Name
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

### 7.3.11 Inquiry

An Inquiry is a transaction that is performed to determine the status of an unsettled transaction. The Inquiry specifies that the transaction is accepted, authorized, or not found. Should the inquiry be performed after the transaction has settled, it will return not found. To perform an *Inquiry* transaction, select *Inquiry* on the left side of the *Virtual Terminal - Retail* window (see Figure 7-14). The Inquiry can be performed only before the transaction has settled. If the daily settlement is run every night, and the inquiry is performed after this, the transaction will not be found in the records.

**Virtual Terminal - Retail**

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☒ **INQUIRY**

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

Card Number   
Expiration Date  (MMYY) CVV2   
Total Amount   
Tax Amount   
Card Holder Name   
Approval Code   
Order Number   
**TRANSACTION ID**   
User Data 1   
User Data 2   
User Data 3   
**PROCESS AS**   
**MANDATORY FIELDS**

**Response Information**

Response / Status   
Action Code  CVV2 Response   
Authorization Code   
Response Transaction ID

Reprint Last Close Clear Fields Submit

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Figure 7-14

The following fields are required to perform an *Inquire* transaction:

- Transaction ID
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

## 7.4 Using the Virtual Terminal - Mail/Telephone Order Terminal

The *Virtual Terminal - Mail/Telephone Order Terminal* window is primarily used by merchants that sale goods and services via mail and/or phone. Due to the nature of MOTO (Mail Order/Telephone Order) transactions, more data fields are provided to aid in preventing the use of stolen cards and to aid in preventing Refunds and Voids.

### 7.4.1 Field Information

Like the *Virtual Terminal - Retail* window, the *Virtual Terminal - Mail/Telephone Order Terminal* window is divided into three unique areas. One area defines the type of transaction to be performed (Sale, Auth Only, Force, etc.) and is defined in more detail in chapter 6.1. The other two areas are *Transaction Information* and *Response Information*, which is described in detail within this chapter.

The *Transaction Information* frame deals with the actual data used in submittal of the transaction.

The *Response Information* frame identifies the various responses and codes that can be returned during/after the processing of the transaction.

### 7.4.1.1 Transaction Information

The more information the merchant can input in the *Transaction Information* pane the less risk involved with being required to perform Refunds and Voids.

A description of the fields available in the *Virtual Terminal - Mail/Telephone Order Terminal* window follows:

- **Card Number:** Input the 15 or 16 digit card number (American Express cards have 15 numbers whereas all others have 16). **This is a required field.**
- **Expiration Date:** Input the expiration date as it appears on the card. Note: The format of this field is MMY (month and year). Only 4 numerical digits can be entered in this field. Do not enter dashes “-“ or slashes “/”. **This is a required field.**
- **CVV2 Number:** Input the CVV2 number as it appears on the signature block on the back of the card. **This is a required field if the CVV2 Mandatory check was made in the configuration settings.**
- **Total Amount:** Input the total amount of the sale (goods and services plus tax). **This is a required field.**
- **Origin:** Defines that this transaction is either a Phone Order or a Mail Order transaction.
- **Card Holder Name:** Input the name of the card holder as it appears on the card.
- **Order Number:** Merchant’s purchase identification number (i.e., invoice number, purchase order number, etc.)
- **Approval Code:** Used for Force and Void transactions. The approval code would have been provided by the processor during the initial transaction either verbally (Voice Auth – when the network is down) or electronically after successful completion of the transaction.
- **Billing Zip/Postal Code:** Input the zip code of the billing address of the card holder.
- **Billing Address:** Input the billing address of the card holder.
- **Billing City:** Input the city of the billing address of the card holder.
- **Billing Phone:** Input the phone number of the card holder.
- **Billing Country:** Input the country of the billing address of the card holder.
- **Transaction ID:** Unique 18-character ID that identifies a jetpay transaction through its life-cycle.

- Billing State/Prov: Input the state of the billing address of the card holder.
- User Data 1: Input information that the merchant deems necessary.  
**This is a required field if the User Data 1 field was defined AND checked as mandatory.**
- User Data 2: Input information that the merchant deems necessary.  
**This is a required field if the User Data 2 field was defined AND checked as mandatory.**
- User Data 3: Input information that the merchant deems necessary.  
**This is a required field if the User Data 3 field was defined AND checked as mandatory.**
- Process As: Select the appropriate Terminal ID for this sale. If the merchant only has one terminal ID, this field will not need to be modified.

This information will generally be entered by hand, as the nature of MOTO suggests the card is not physically present. If, however, a swiped transaction is given to the Mail/Telephone Terminal, the software will automatically switch to the Virtual Terminal – Retail screen until the transaction is processed, and then will automatically return to the Virtual Terminal – Mail/Telephone screen.

#### 7.4.1.2 Response Information

The following is a brief description of the information fields:

- Response/Status: Brief description of the status of the transaction.
- Action Code: This code is provided by the Virtual Terminal only if there was an error entering the data into any of the fields (incorrect format, invalid price, invalid cvv2, etc.) Refer to Chapter 9 for a list of available Action Codes.
- CVV2 Response: This data is provided by the association (Visa, MasterCard, etc.) to verify that the appropriate CVV2 data was provided. The CVV2 number is located on the back of the card on the signature panel (last 3 digits separated from the card number).
- Authorization Code: This code is provided by the host processor.
- Address Match: This code identifies whether the billing address verification matched or not.
- Response Transaction ID: The Transaction ID is provided by the host processor.
- Zip Match: This code identifies whether the billing zip/postal code verification matched or not.
- AVS Description: This field provides an easy to read/understand of the AVS transaction response code.

#### 7.4.2 Sale



A Sale is a transaction where the customer purchases goods or services. Both authorization of the transaction and the settlement of the transaction occur. To perform a *Sale* transaction select *Sale* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-13).

Figure 7-13

The merchant must manually input the record data. The following items are required fields for all *Sale* transactions:

- Card Number
- Expiration Date
- Total Amount
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

### 7.4.3 Auth Only

An Auth Only is a transaction that does not submit the transaction for settlement. An Auth Only transaction will not settle unless it is subsequently captured. To perform an *Auth Only* transaction select *Auth Only* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-14).

**Virtual Terminal - Mail/Telephone Order**

File Options Features Passwords Reports About

☐ SALE  
☒ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
**TRANSACTIONAL TECHNOLOGIES**

**Transaction Information**

CARD NUMBER [ ]  
EXPIRATION DATE [ ] (MMYY) CV2 [ ]  
TOTAL AMOUNT [ ]  
Card Holder Name [ ] Order Number [ ]  
Approval Code [ ] Billing Zip/Postal Code [ ]  
Billing Address [ ] Billing City [ ]  
Billing Phone [ ] Billing Country [United States of America]  
Transaction ID [ ] Bill State/Prov [Texas - TX]  
User Data 1 [ ]  
User Data 2 [ ]  
User Data 3 [ ]  
PROCESS AS [Testing]  
MANDATORY FIELDS

**Response Information**

Response / Status [ ]  
Action Code [ ] CV2 Response [ ]  
Authorization Code [ ] Address Match [ ]  
Response [ ]  
Transaction ID [ ] Zip Match [ ]  
AVS Description [ ]

Reprint Last Close Clear Fields Submit

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Figure 7-14

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Total Amount
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

#### 7.4.4 Force

When a referral message response is received, or a temporary interruption of service occurs, a voice authorization must be obtained to use the card. After receiving the voice authorization, a Force transaction can be performed to conduct the sale. To perform a *Force* transaction select *Force* on the left side of the *Virtual Terminal - Mail/ Telephone Order Terminal* window (see Figure 7-15).

Figure 7-15

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Total Amount
- Approval Code
- Process As (*Terminal ID*)

## **NOTE:**

*In the event of a problem, the merchant can receive a voice authorization by the processor that will enable them to process the transaction. In this event, the Approval Code will be provided to the merchant at that time. If the transaction was successfully completed electronically, the Approval Code would have been provided at that time.*

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

## 7.4.5 Refund

A Refund is a transaction that is performed to credit a customer's card for the amount of a settled Sale transaction. If the transaction has not settled (Attempting to re-credit the customer's card the same day as the sale), a Void transaction must be performed. To perform a *Refund*

transaction select *Refund* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-16).

Virtual Terminal - Mail/Telephone Order

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☒ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

CARD NUMBER [ ] EXPIRATION DATE [ ] (MMYY) CVV2 [ ]

TOTAL AMOUNT [ ]

Card Holder Name [ ] Order Number [ ]

Approval Code [ ] Billing Zip/Postal Code [ ]

Billing Address [ ] Billing City [ ]

Billing Phone [ ] Billing Country [United States of America] Bill State/Prov [Texas - TX]

User Data 1 [ ] User Data 2 [ ] User Data 3 [ ]

PROCESS AS [Testing]

**MANDATORY FIELDS**

**Response Information**

Response / Status [ ]

Action Code [ ] CVV2 Response [ ]

Authorization Code [ ] Address Match [ ]

Response [ ] Transaction ID [ ] Zip Match [ ]

AVS Description [ ]

Reprint Last Close Clear Fields Submit

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Figure 7-16

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Total Amount
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

## 7.4.6 Void

A void is a transaction that is performed to remove a Sale transaction that was mistakenly completed through the credit card system. A void can only be performed on the same day as the sale. If the transaction has already been settled, a Refund transaction must be performed. To perform a *Void* transaction, select *Void* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-17).

**Virtual Terminal - Mail/Telephone Order**

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☒ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

CARD NUMBER  
EXPIRATION DATE (MMYY) CVV2  
TOTAL AMOUNT  
Card Holder Name Order Number  
APPROVAL CODE Billing Zip/Postal Code  
Billing Address Billing City  
Billing Phone Billing Country  
Transaction ID Bill State/Prov  
User Data 1  
User Data 2  
User Data 3  
PROCESS AS Testing  
MANDATORY FIELDS

**Response Information**

Response / Status  
Action Code CVV2 Response  
Authorization Code Address Match  
Response Transaction ID Zip Match  
AVS Description

Reprint Last Close Clear Fields Submit

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Figure 7-17

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Total Amount
- Approval Code
- Process As (*Terminal ID*)

### **NOTE:**

*In the event of a problem, the merchant can receive a voice authorization by the processor that will enable them to process the transaction. In this event, the Approval Code will be provided to the merchant at that time. If the transaction were successfully completed electronically, the Approval Code would have been provided at that time.*

Click on the <Submit> button to execute the transaction.

The response to the sale will appear in the pane titled *Response Information*.

## 7.4.7 Capture

A Capture is a transaction that is performed to move an authorized transaction, which was previously authorized through an Auth Only transaction, into settlement. To perform a *Capture* transaction select *Capture* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-18).

Virtual Terminal - Mail/Telephone Order

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☒ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

CARD NUMBER [ ]  
EXPIRATION DATE [ ] (MMYY) CV2 [ ]  
Total Amount [ ] Origin Mail Order  
Card Holder Name [ ] Order Number [ ]  
Approval Code [ ] Billing Zip/Postal Code [ ]  
Billing Address [ ] Billing City [ ]  
Billing Phone [ ] Billing Country [ ]  
TRANSACTION ID [ ] Bill State/Prov [ ]  
User Data 1 [ ]  
User Data 2 [ ]  
User Data 3 [ ]  
PROCESS AS Testing  
MANDATORY FIELDS

**Response Information**

Response / Status [ ]  
Action Code [ ] CV2 Response [ ]  
Authorization Code [ ] Address Match [ ]  
Response Transaction ID [ ] Zip Match [ ]  
AVS Description [ ]

Reprint Last Close Clear Fields Submit

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Figure 7-18

The merchant must then enter the data to perform the transaction. The following items are required fields:

- Card Number
- Expiration Date
- Transaction ID
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction. The response will appear in the pane titled *Response Information*.

### 7.4.8 Check

A Check transaction is a sale that is being paid by check. To perform a *Check* transaction select *Check* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-19).

**Virtual Terminal - Mail/Telephone Order**

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☒ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

ACCOUNT NUMBER  CHECK NUMBER   
ABA NUMBER  CHECK ACCOUNT TYPE   
TOTAL AMOUNT  Origin **Mail Order**  
ACCT HOLDER NAME  Order Number   
Approval Code  Billing Zip/Postal Code   
Billing Address  Billing City   
Billing Phone  Billing Country   
Transaction ID  Bill State/Prov   
User Data 1   
User Data 2   
User Data 3   
PROCESS AS **Testing**  
MANDATORY FIELDS

**Response Information**

Response / Status   
Action Code  CVV2 Response   
Authorization Code  Address Match   
Response  Zip Match   
Transaction ID   
AVS Description

Reprint Last Close Clear Fields Submit

JetPay.com  
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Figure 7-19

The following items are required fields.

- Account Number
- Check Number
- ABA Number
- Check Account Type
- Total Amount
- Account Holder Name
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction. The response will appear in the pane titled *Response Information*.

## 7.4.9 Check Void

*Check Void* is a transaction that voids a *Check* transaction type. This must be performed if the transaction has already settled, or is occurring any day after the day of the check transaction. To void a check transaction on the same day, use the *Check Reversal* transaction. To perform a *Check Void* transaction select *Check Void* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-20).

**Virtual Terminal - Mail/Telephone Order**

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☒ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

ACCOUNT NUMBER  CHECK NUMBER   
ABA NUMBER  CHECK ACCOUNT TYPE   
TOTAL AMOUNT  Origin **Mail Order**  
ACCT HOLDER NAME  Order Number   
Approval Code  Billing Zip/Postal Code   
Billing Address  Billing City   
Billing Phone  Billing Country   
Transaction ID  Bill State/Prov   
User Data 1   
User Data 2   
User Data 3   
PROCESS AS **Testing**  
MANDATORY FIELDS

**Response Information**

Response / Status   
Action Code  CV2 Response   
Authorization Code  Address Match   
Response Transaction ID  Zip Match   
AVS Description

Reprint Last Close Clear Fields Submit

JetPay JetPay.com Powered by

Figure 7-20

The following items are required fields.

- Account Number
- Check Number
- ABA Number
- Check Account Type
- Total Amount
- Acct Holder Name
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction. The response will appear in the pane titled *Response Information*.

### 7.4.10 Check Reversal

A Check Reversal is a transaction used to void a check transaction type. A Check Reversal transaction can ONLY be processed if the original Check transaction type has not been settled by the processor. To perform a *Check Reversal* transaction select *Check Reversal* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-21).



Figure 7-21

The following items are required fields.

- Account Number
- Check Number
- ABA Number
- Check Account Type
- Total Amount
- Account Holder Name
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction. The response will appear in the pane titled *Response Information*.

### 7.4.11 Inquiry

An Inquiry is a transaction that is performed to determine the status of an unsettled transaction. The Inquiry specifies that the transaction is accepted, authorized, or not found. An Inquiry must be performed before the transaction in question is settled. Should the inquiry be performed after the transaction settles, the inquiry will return *not found*. To perform an *Inquiry* transaction, select *Inquiry* on the left side of the *Virtual Terminal - Mail/Telephone Order Terminal* window (see Figure 7-22).

**Virtual Terminal - Mail/Telephone Order**

File Options Features Passwords Reports About

☐ SALE  
☐ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☒ **INQUIRY**

Transactional Technologies  
TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

Card Number   
Expiration Date  (MMYY) CVV2   
Total Amount  Origin **Mail Order**  
Card Holder Name  Order Number   
Approval Code  Billing Zip/Postal Code   
Billing Address  Billing City   
Billing Phone  Billing Country   
Bill State/Prov   
**TRANSACTION ID**   
User Data 1   
User Data 2   
User Data 3   
**PROCESS AS** **Testing**  
**MANDATORY FIELDS**

**Response Information**

Response / Status   
Action Code  CVV2 Response   
Authorization Code  Address Match   
Response Transaction ID  Zip Match   
AVS Description

Reprint Last Close Clear Fields Submit

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Powered by

Figure 7-22

The merchant must then enter the data to perform the transaction. The following items are required fields.

- Transaction ID
- Process As (*Terminal ID*)

Click on the <Submit> button to execute the transaction. The response will appear in the pane titled *Response Information*.

## 7.5 Using the File Process Terminal

The Virtual Terminal – Process File Terminal will automatically look for files to process (see Figure 7-23).

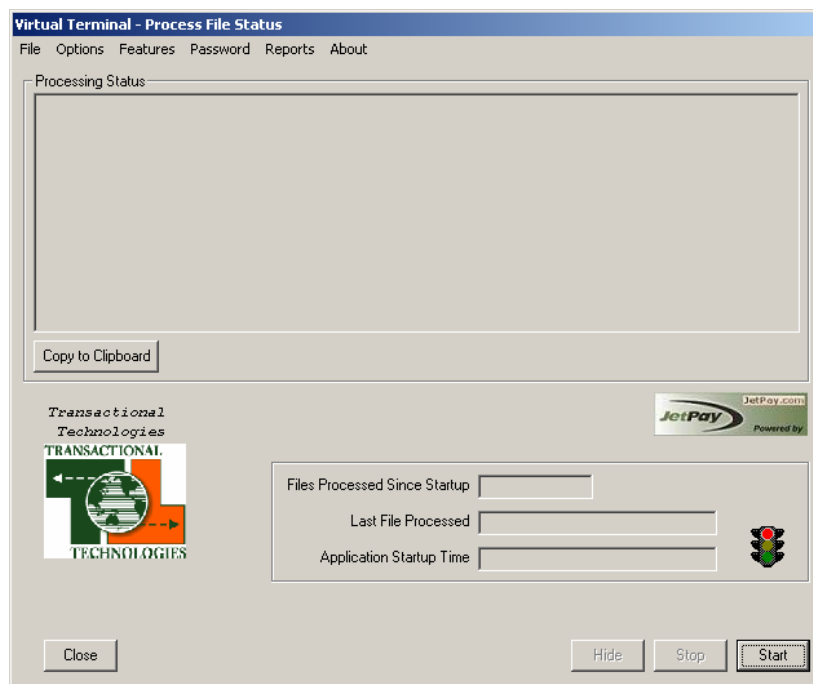


Figure 7-23

Click <Start> after first opening the application to activate the software. If a specific filename is not given for the input file, the software will automatically begin when a new input file is present in the folder (see Figure 7-24 and Figure 7-25).

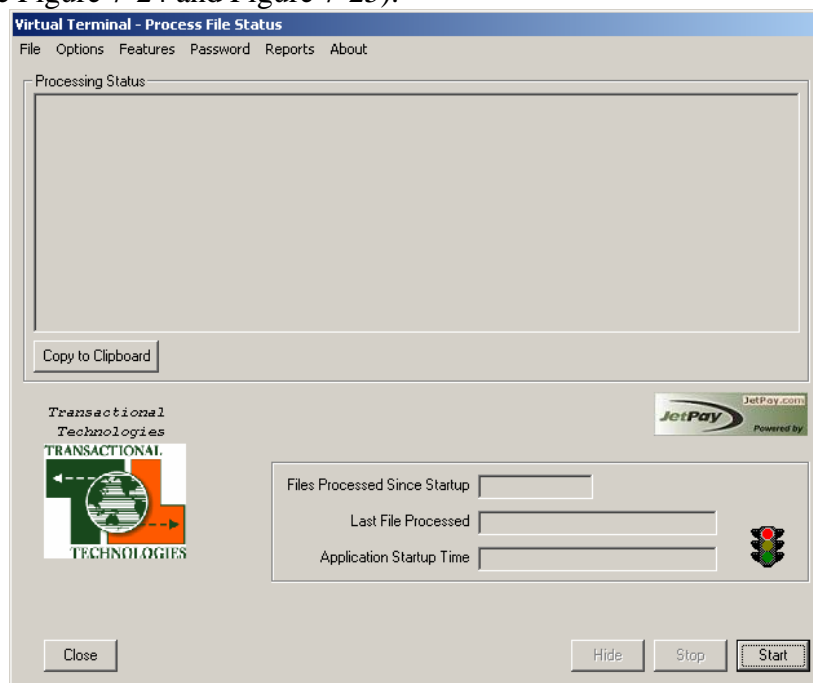


Figure 7-24

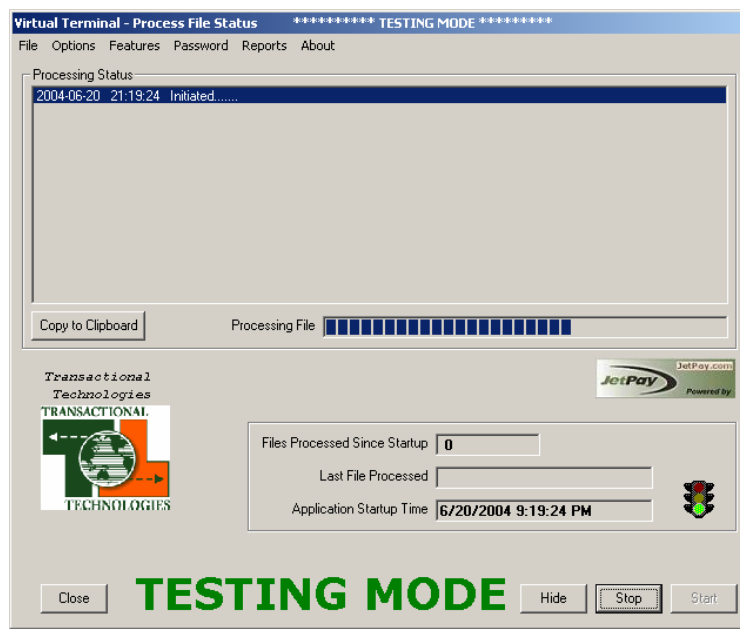


Figure 7-25

Click <Stop> in order to stop the processing before all files are processed, or it will continue until all valid input files are complete (see Figure 7-26).

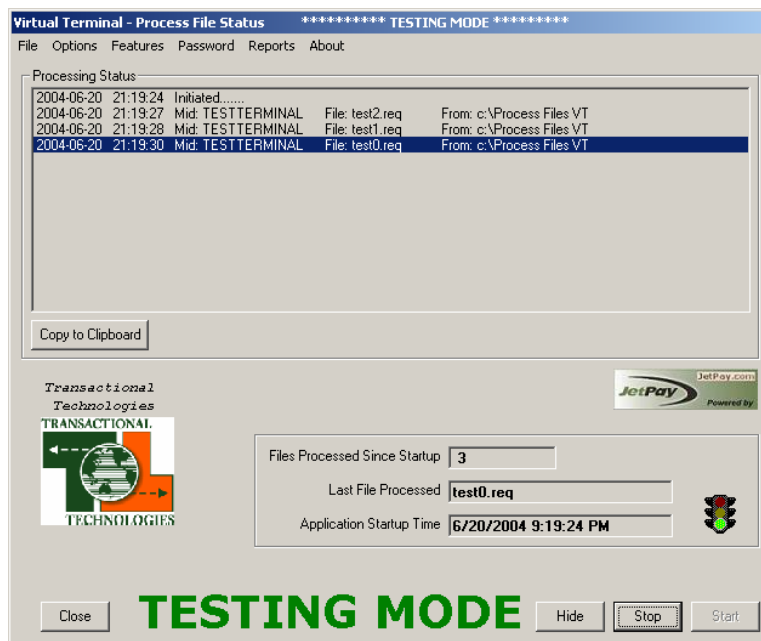


Figure 7-26

Click the <Hide> button in order to make the large Virtual Terminal screen disappear from your desktop. The application will be accessible from a small icon in the Start Up Tray on the lower right hand corner of the screen, next to the time (see Figure 7-27).



Figure 7-27

Even though it is hidden, the software will continue to process files as they come into the folder until the user clicks on <Stop>.

## 7.6 Exiting the VTJetCom Application

To exit the application, select [File] + [Exit] from the top-line menu of the application (see Figures 7-28 and Figure 7-29) or click on the <Close> button.

Virtual Terminal - Mail/Telephone Order

File Options Features Passwords Reports About

☐ SALE  
☒ AUTH ONLY  
☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies

TRANSACTIONAL TECHNOLOGIES

**Transaction Information**

CARD NUMBER [ ]

EXPIRATION DATE [ ] (MMYY) CVV2 [ ]

TOTAL AMOUNT [ ]

Card Holder Name [ ] Order Number [ ]

Approval Code [ ] Billing Zip/Postal Code [ ]

Billing Address [ ] Billing City [ ]

Billing Phone [ ] Billing Country [ ]

Transaction ID [ ] Bill State/Prov [ ]

User Data 1 [ ]

User Data 2 [ ]

User Data 3 [ ]

PROCESS AS [ Testing ]

MANDATORY FIELDS

**Response Information**

Response / Status [ ]

Action Code [ ] CVV2 Response [ ]

Authorization Code [ ] Address Match [ ]

Response Transaction ID [ ] Zip Match [ ]

AVS Description [ ]

Reprint Last Close Clear Fields Submit

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Figure 7-28

**Virtual Terminal - Retail**

File Options Features Passwords Reports About

ODBC Configuration Ctrl+O  
DSN Definition Ctrl+D  
Exit Ctrl+X

☐ FORCE  
☐ REFUND  
☐ VOID  
☐ CAPTURE  
☐ CHECK  
☐ CHECK VOID  
☐ CHECK REVERSAL  
☐ INQUIRY

Transactional Technologies  
**TRANSACTIONAL TECHNOLOGIES**

**Transaction Information**

**CARD NUMBER**

**EXPIRATION DATE**  (MMYY) **CW2**

**TOTAL AMOUNT**

Tax Amount

Card Holder Name

Approval Code

Order Number

Transaction ID

User Data 1

User Data 2

User Data 3

**PROCESS AS**

**MANDATORY FIELDS**

**Response Information**

Response / Status

Action Code  **CW2 Response**

Authorization Code

Response Transaction ID

Reprint Last Close Clear Fields Submit

JetPay.com  
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Figure 7-29

## 8 Performing Diagnostics

The VTJetCom applications permits the merchant to verify communications with the processor. The merchant is able to validate communications with the *HTTPS Production Gateway*, *HTTPS Test Gateway*, or with the *Dial Up Connection*. The diagnostics capabilities will provide a RED/GREEN status as well as more detailed *Connection Information*.

To perform *Diagnostics*, select [Options] + [Diagnostics] from the top-line menu of the application window (see Figures 8-1 and Figure 8-2).

Virtual Terminal - Mail/Telephone Order

File Options Features Passwords Reports About

Terminal Type Configure Ctrl+N  
Diagnostics Ctrl+S  
Get Card Number Ctrl+G  
Close Batch Reporting Ctrl+B

Transaction Information

CARD NUMBER [Field]  
EXPIRATION DATE [Field] (MMYY) CV2 [Field]  
TOTAL AMOUNT [Field] Origin Mail Order  
Card Holder Name [Field] Order Number [Field]  
Approval Code [Field] Billing Zip/Postal Code [Field]  
Billing Address [Field] Billing City [Field]  
Billing Phone [Field] Billing Country United States of America  
Transaction ID [Field] Bill State/Prov Texas - TX  
User Data 1 [Field]  
User Data 2 [Field]  
User Data 3 [Field]  
PROCESS AS Testing  
MANDATORY FIELDS

Response Information

Response / Status [Field]  
Action Code [Field] CV2 Response [Field]  
Authorization Code [Field] Address Match [Field]  
Response Transaction ID [Field] Zip Match [Field]  
AVS Description [Field]

Reprint Last Close Clear Fields Submit

Transactional Technologies

JetPay.com Powered by

Figure 8-1

### 8.1 Testing the HTTPS Production Gateway

Within the *JetPay Diagnostics* window, ensure that the radio button to the left of *HTTPS Production Gateway* is selected (see Figure 8-2). Then click on the <Test> button.

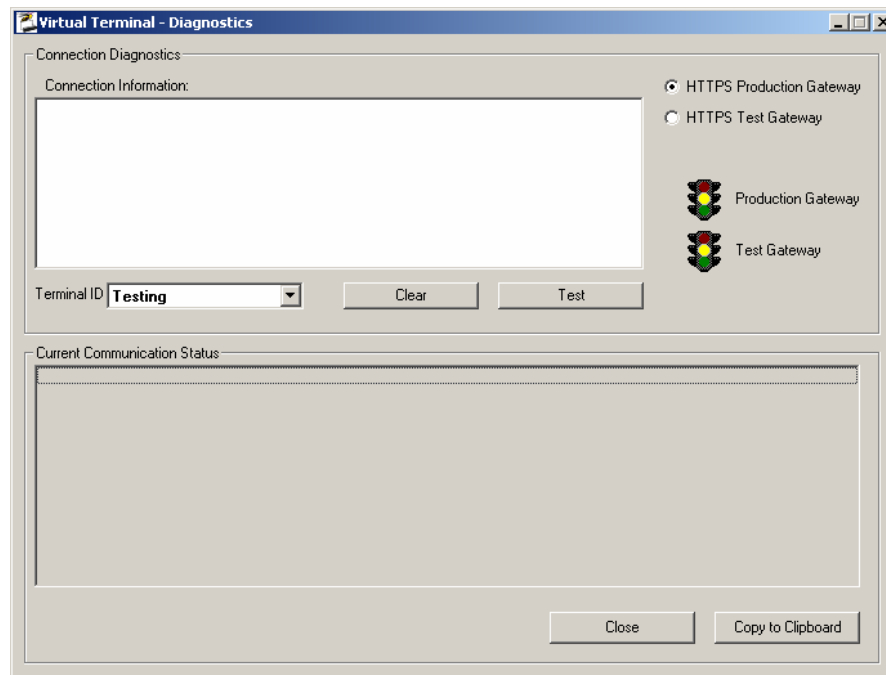


Figure 8-2

If the test was successful, the “traffic” light will display a GREEN light next to *Production Gateway* as well as a more detailed description of the test performed (see Figure 8-3).

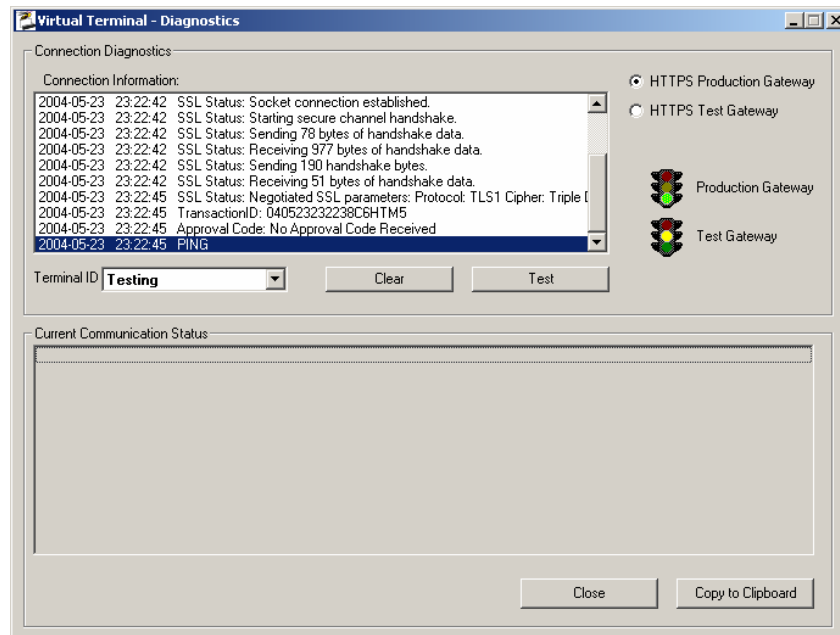


Figure 8-3

If the test was unsuccessful, the “traffic” light will display a RED light next to *Production Gateway* as well as a more detailed description of the test performed (see Figure 8-4).



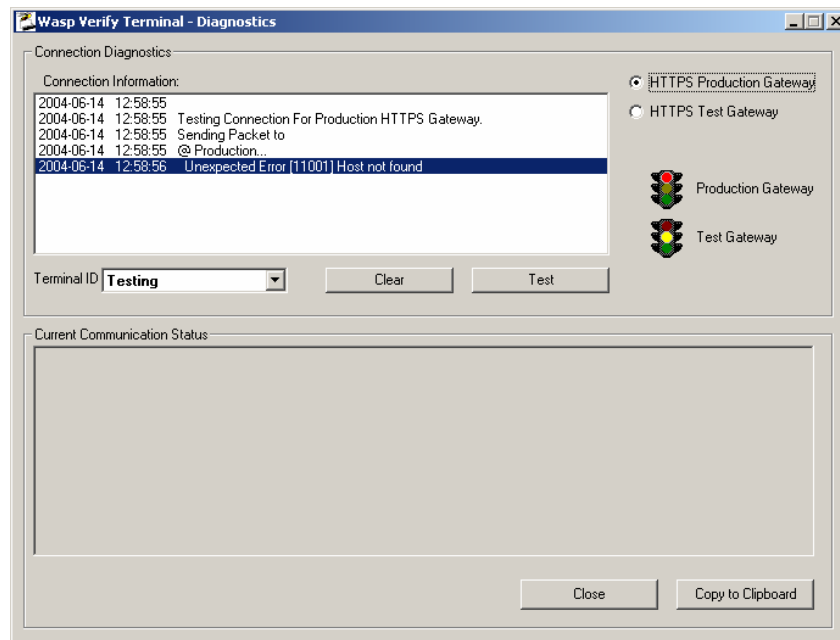


Figure 8-4

If problems are encountered, contact the Transactional Technologies Customer Support Center for assistance (800.834.4405 opt. 2).

## 8.2 Testing the HTTPS Test Gateway

Within the *JetPay Diagnostics* window, ensure that the radio button to the left of *HTTPS Test Gateway* is selected (see Figure 8-5). Then click on the <Test> button.

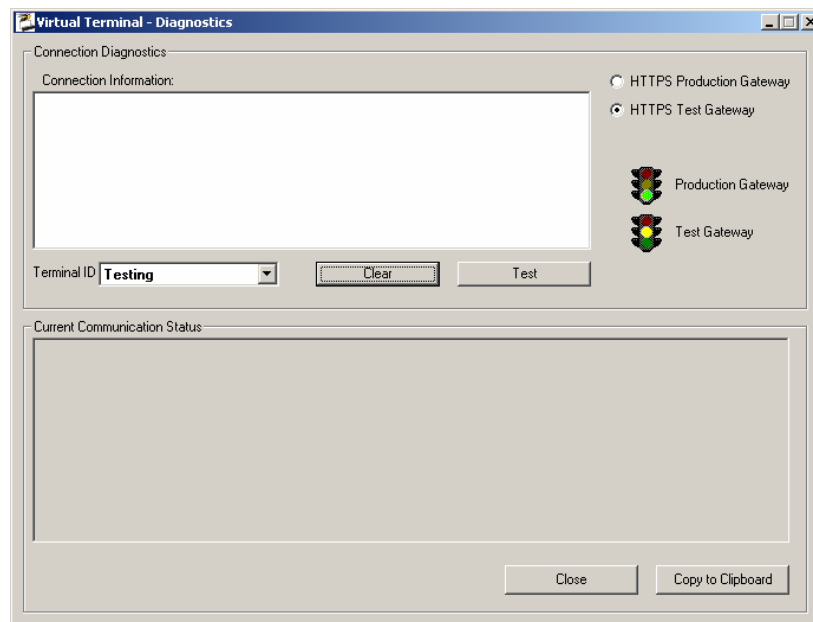


Figure 8-5

If the test was successful, the “traffic” light will display a GREEN light next to *Test Gateway* as well as a more detailed description of the test performed (see Figure 8-6).

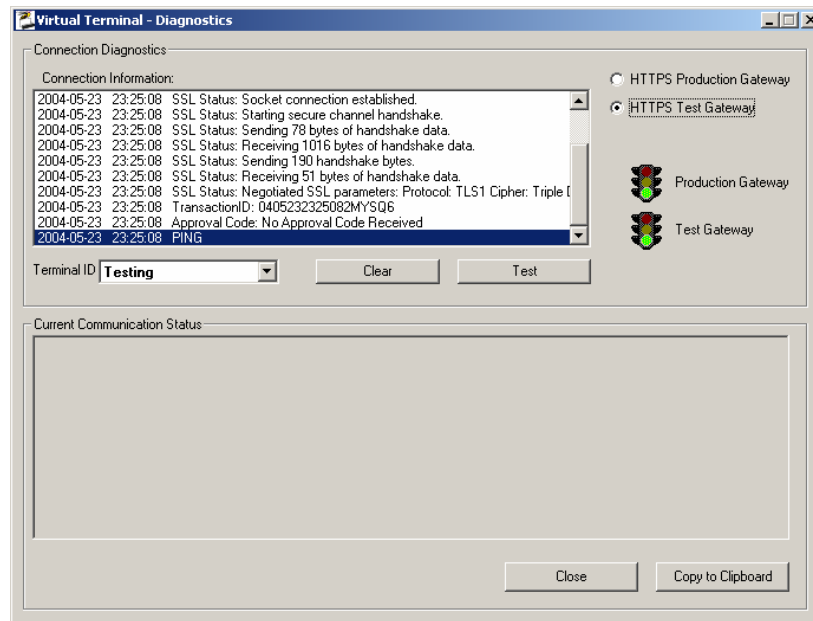


Figure 8-6

If the test was unsuccessful, the “traffic” light will display a RED light next to *Test Gateway* as well as a more detailed description of the test performed (see Figure 8-7).

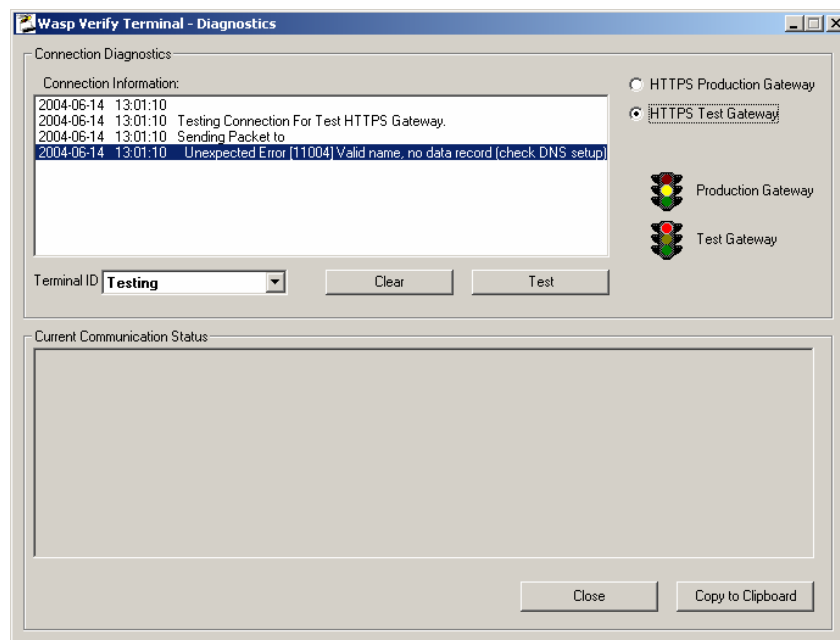


Figure 8-7

If problems are encountered, contact the Transactional Technologies Customer Support Center for assistance (800.834.4405 opt. 2).

### 8.3 Request for Assistance

If at any time the merchant feels that assistance is required (for any reason), the merchant always has capability of contacting the Transactional Technologies Customer Support center.

The merchant may contact the Customer Support Center via phone (toll free) or via email. If an immediate need for assistance is required, it is highly recommended that the merchant contact the Customer Support Center via the toll-free number.

E-Mail:        assist@jetpay.com  
Toll-Free:     800.834.4405 option 2 (toll free)  
Phone:        972.503.8900 option 2 (local)

## 9 Get Card Number

By default, only the last four digits of a card number are printed on the receipt. However, in order to perform a refund or void, the merchant must know the full credit card number. The *Get Card Number* feature allows the merchant to identify the full credit card number.

To look up a credit card number, perform the following:

- Launch the VTJetCom application.
- Select [Options] and then select [Get Card Number Ctrl+G] from the top-line menu (see Figures 9-1).

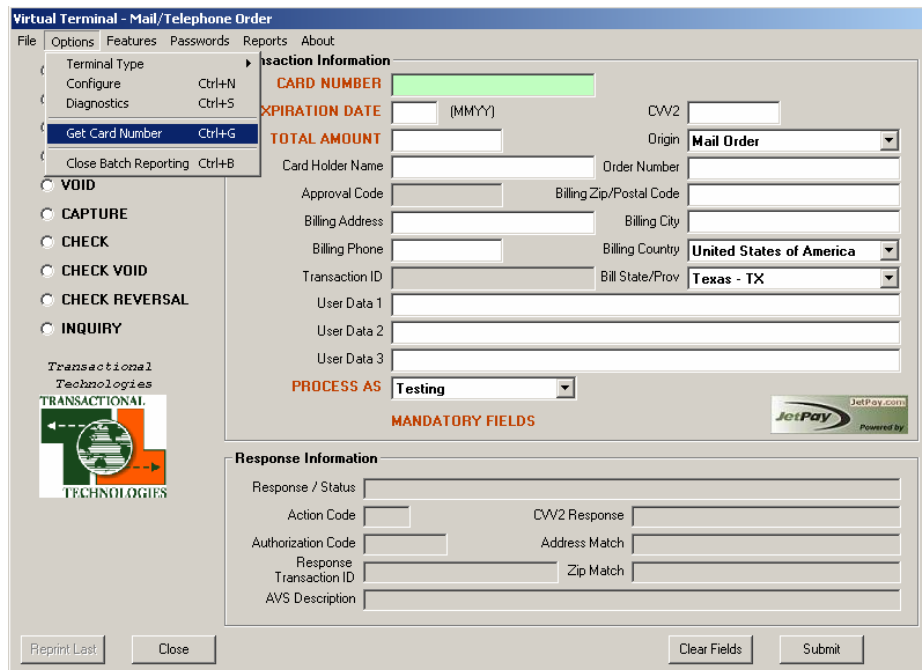


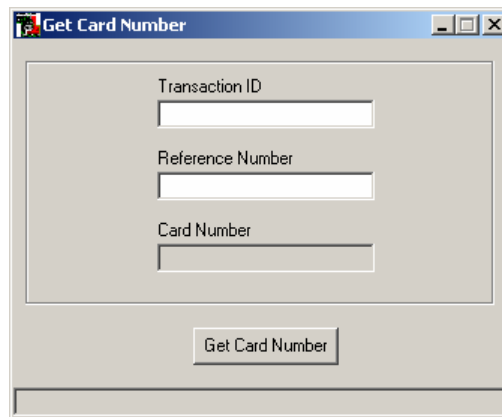
Figure 9-1

- The *Merchant Password* window will appear (see Figure 9-2). Enter the appropriate password and click on the <Accept> button.



Figure 9-2

- The *Get Card Number* window will appear (see Figure 9-3).



Transaction ID

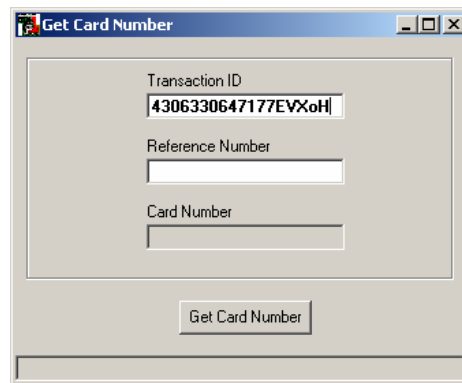
Reference Number

Card Number

Get Card Number

Figure 9-3

- Enter the Transaction ID exactly as it appears on the receipt (see Figure 9-4).



Transaction ID

4306330647177EVXoH

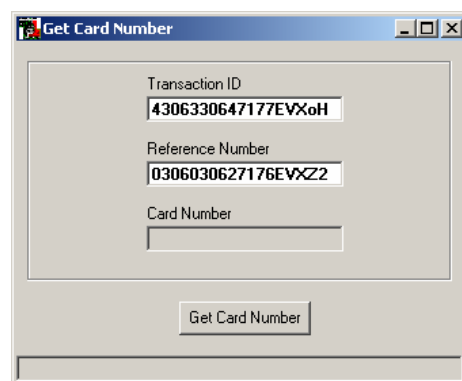
Reference Number

Card Number

Get Card Number

Figure 9-4

- Enter the Reference Number (appears in the header of the receipt) exactly as it appears on the receipt (see Figure 9-5).



Transaction ID

4306330647177EVXoH

Reference Number

0306030627176EVXZ2

Card Number

Get Card Number

Figure 9-5

- Click on the button labeled [Get Card Number]. The full card number will be displayed to the merchant (see Figure 9-6).

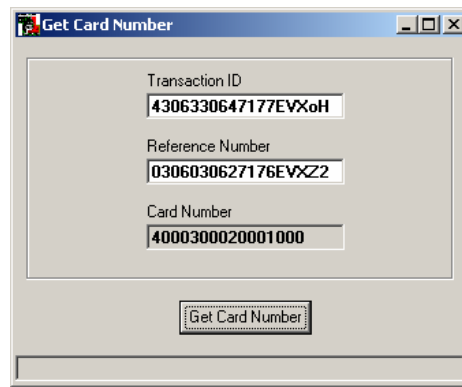


Figure 9-6

- To close the *Get Card Number* window, click on the “X” in the upper right corner of the window (see Figure 9-7).

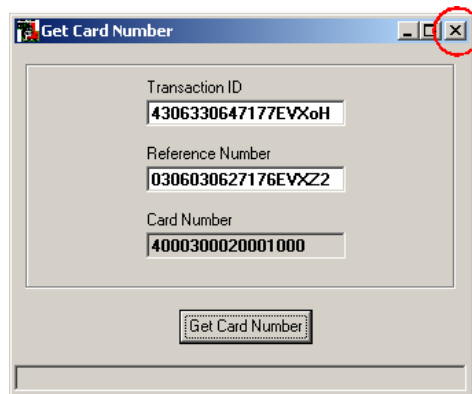


Figure 9-7

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## 10 Reports

### 10.1 Printing The Report

To print the report, click on the button labeled <Copy to Clipboard>.

Paste the information into a word processor (Microsoft® Word, WordPerfect®, Notepad, etc.). Adjust the layout of the report as appropriate and print.

### 10.2 Reports

- Creating a daily *Transactions or Declined* reports for all transaction generate during each day can be customized with unlimited options (see Figure 10-5).

Figure 10-4



Figure 10-5

- Customizing reports by selecting a Report Type (*Transaction* or *Declined*). Select the desired fields to be displayed (*Transaction Type*, *Terminal ID*, *Transaction ID*, *Card Type*, *Date*, *Time*, *Amount*, *Tip*, *Tax*, and/or *Action/Auth Code*). Enter the start date/time and the end date/time.
- The merchant has the option of selecting the Terminal ID for reports. This option is used in the event that a merchant has multiple merchant ID's assigned for their use. In this scenario, the merchant now has the ability to print off reports for each merchant ID assigned to them.
- Once all desired options have been selected, click on the <Accept> button (see Figure 10-6).

If you would like to save the configuration of this report so as not to have to enter the information in every time, click on [Save] in the top-line menu (see Figure 10-6).

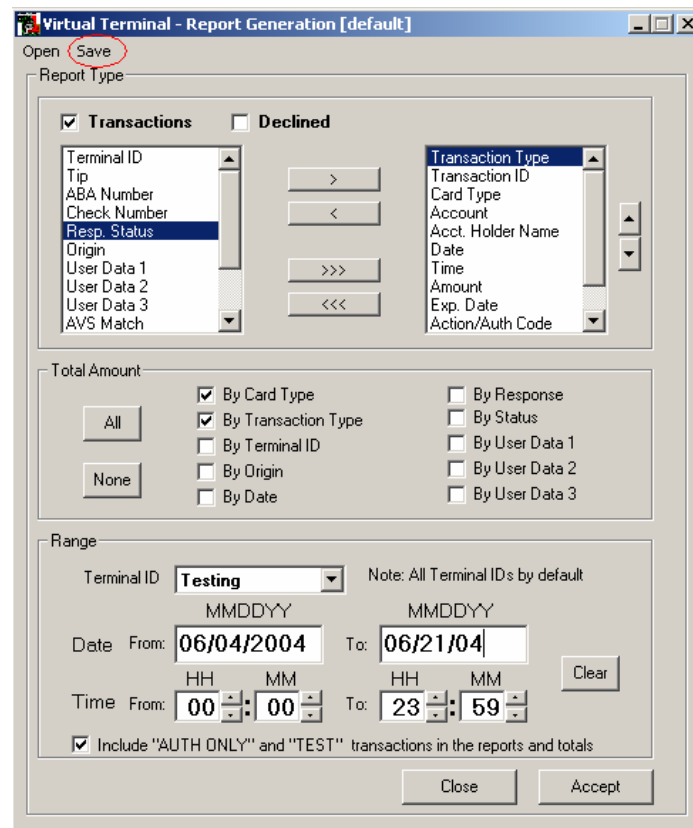


Figure 10-6

This will then open a save box, in which you will name your report (see Figure 10-7). The path should default to the installation path of Virtual Terminal (i.e. c:\program files\VTJetCom). Verify that this is the place the report is being saved, or place it in whatever dedicated folder you might choose.

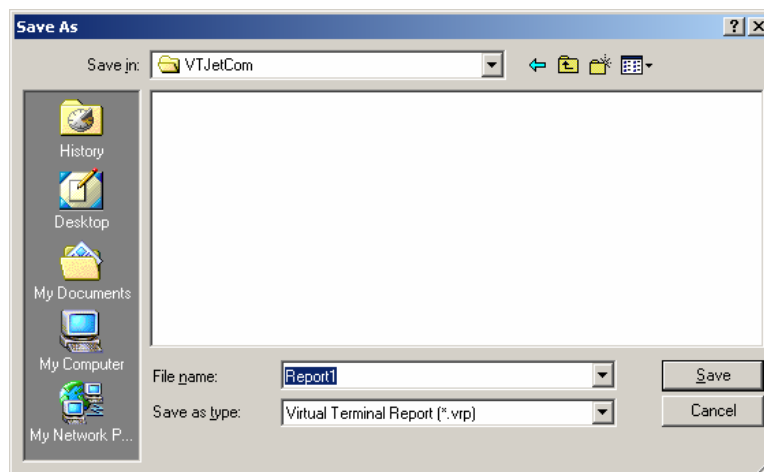


Figure 10-7

To retrieve a saved report, from the report screen, click on [Open] on the top-line menu (see Figure 10-8).

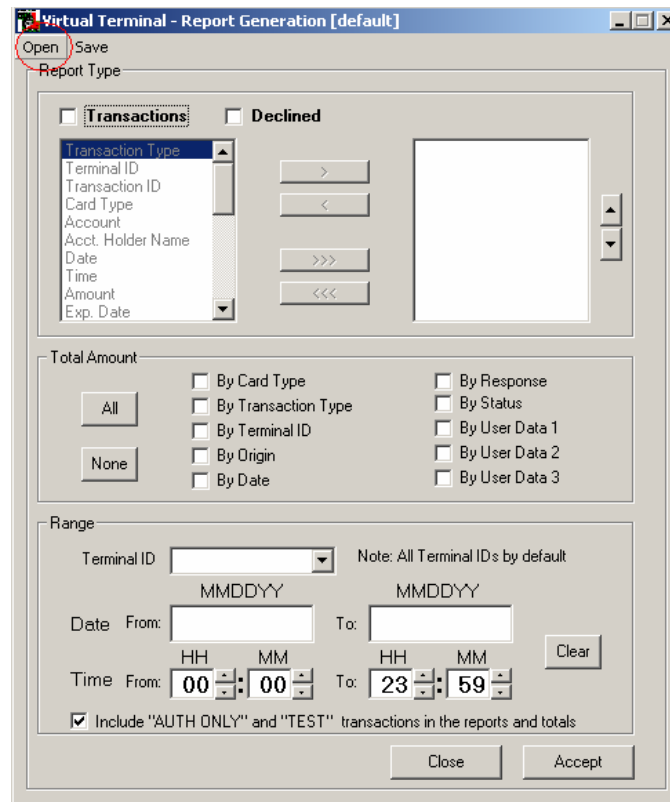


Figure 10-8

This will open a box asking what file you would like to open (see Figure 10-9). Choose whichever report you would like to repeat, and click <Open>.

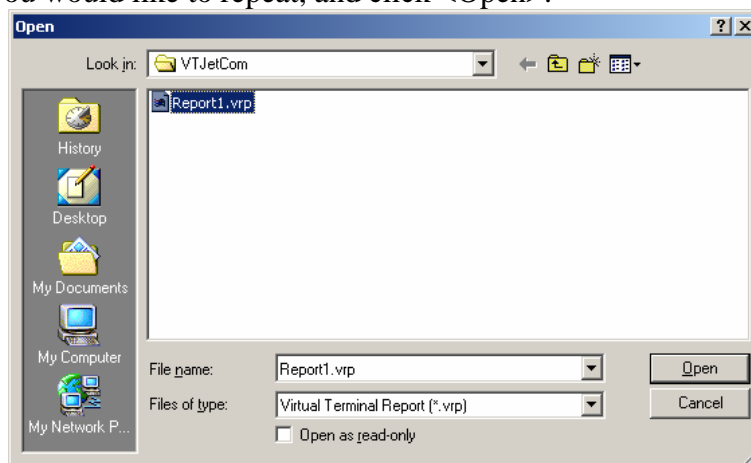


Figure 10-9

If you are satisfied that all of the criteria of your report are correct, click <Accept> (see Figure 10-10), and the report will generate.

**Virtual Terminal - Report Generation [default]**

Open Save

Report Type

☒ Transactions ☐ Declined

Terminal ID: [Testing] > Transaction Type: [Transaction Type]  
 Account: [ ] < Transaction ID: [ ]  
 Acct. Holder Name: [ ] < Card Type: [ ]  
 Tip: [ ] < Date: [ ]  
 ABA Number: [ ] < Time: [ ]  
 Check Number: [ ] < Amount: [ ]  
 Resp. Status: [ ] < Exp. Date: [ ]  
 Order Number: [ ] < Action/Auth Code: [ ]  
 Origin: [ ] < Status: [ ]  
 User Data 1: [ ] < >

Total Amount

All None

☐ By Card Type ☐ By Response  
☒ By Transaction Type ☐ By Status  
☐ By Terminal ID ☐ By User Data 1  
☐ By Origin ☐ By User Data 2  
☒ By Date ☐ By User Data 3

Range

Terminal ID: [Testing] Note: All Terminal IDs by default

Date From: [05/28/2004] To: [06/15/2004]  
 Time From: [00:00] To: [23:59]

☒ Include "AUTH ONLY" and "TEST" transactions in the reports and totals

Close Accept

Figure 10-10

The generated report will look like Figure 10-11. The buttons above the top allow you the option of saving the report (see Figure 10-12), copying the report to the clipboard (see Figure 10-13), printing the report (see Figure 10-14), or exiting (see Figure 10-15).

**Virtual Terminal Report - [index.htm]**

Transactions

Terminal ID: Testing

Transaction Type	Transaction ID	Card Type	Account	Acct. Holder Name	Date	Time	Amount	Exp. Date	Action/Auth Code	Order Number	Status
FORCE	040620211930DY1QK4	VISA	**0019	-	06/20/2004	21:19:33	1.00	0412	-	-	NORMAL
SALE	040620211928NAGAGX	VISA	**1000	Doe John	06/20/2004	21:19:33	1.08	0410	TEST18	-	NORMAL

Totals: 2

**Totals Amount by Card Type**

Terminal ID: Testing

Card Type	Total Amount	Total Transactions
VISA	2.08	2

Totals: 1

**Totals Amount by Transaction Type**

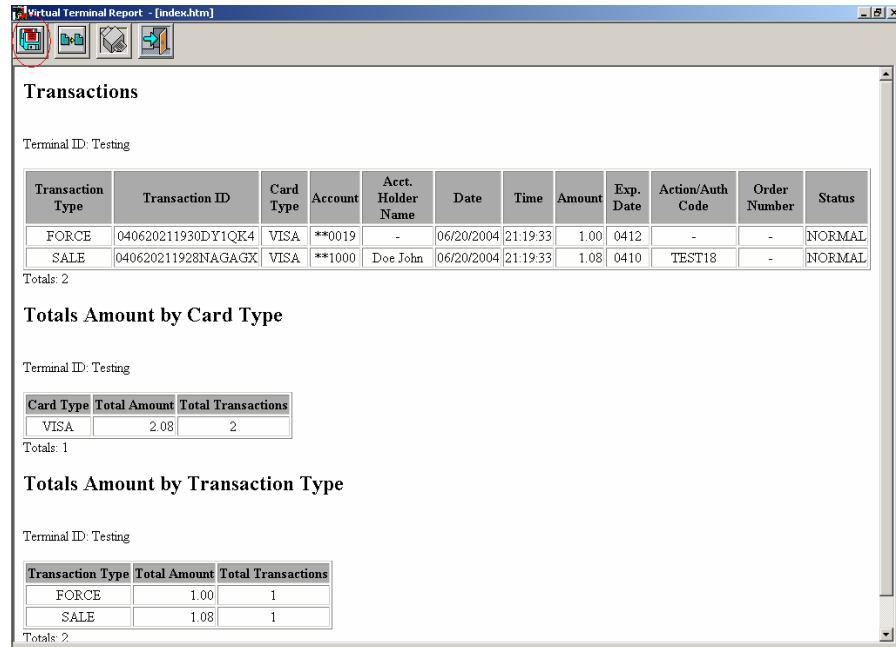
Terminal ID: Testing

Transaction Type	Total Amount	Total Transactions
FORCE	1.00	1
SALE	1.08	1

Totals: 2

Figure 10-11

## Save Report:



**Virtual Terminal Report - [index.htm]**

**Transactions**

Terminal ID: Testing

Transaction Type	Transaction ID	Card Type	Account	Acct. Holder Name	Date	Time	Amount	Exp. Date	Action/Auth Code	Order Number	Status
FORCE	040620211930DY1QK4	VISA	**0019	-	06/20/2004	21:19:33	1.00	0412	-	-	NORMAL
SALE	040620211928NAGAGX	VISA	**1000	Doe John	06/20/2004	21:19:33	1.08	0410	TEST18	-	NORMAL

Totals: 2

**Totals Amount by Card Type**

Terminal ID: Testing

Card Type	Total Amount	Total Transactions
VISA	2.08	2

Totals: 1

**Totals Amount by Transaction Type**

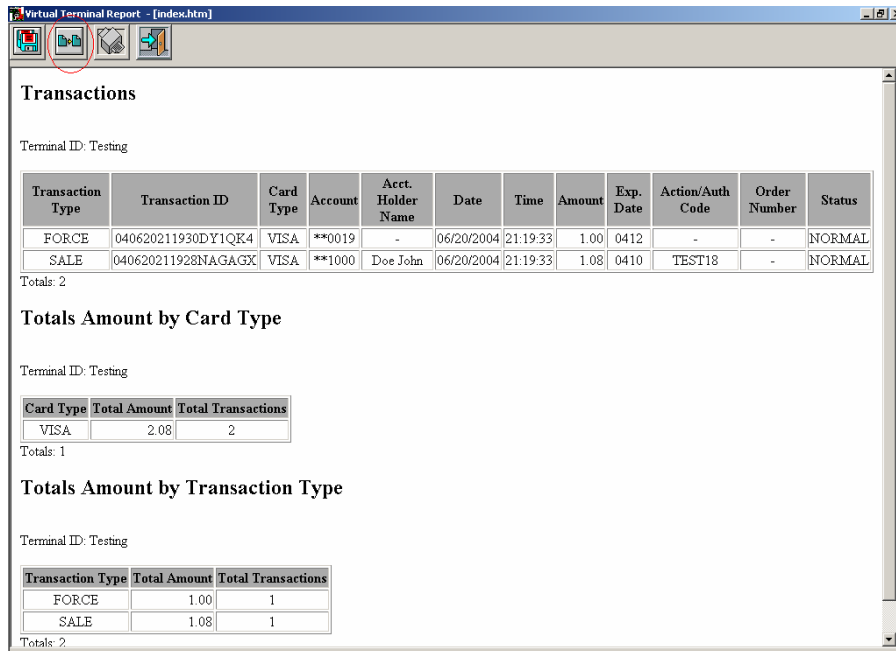
Terminal ID: Testing

Transaction Type	Total Amount	Total Transactions
FORCE	1.00	1
SALE	1.08	1

Totals: 2

Figure 10-12

## Copy to Clipboard:



**Virtual Terminal Report - [index.htm]**

**Transactions**

Terminal ID: Testing

Transaction Type	Transaction ID	Card Type	Account	Acct. Holder Name	Date	Time	Amount	Exp. Date	Action/Auth Code	Order Number	Status
FORCE	040620211930DY1QK4	VISA	**0019	-	06/20/2004	21:19:33	1.00	0412	-	-	NORMAL
SALE	040620211928NAGAGX	VISA	**1000	Doe John	06/20/2004	21:19:33	1.08	0410	TEST18	-	NORMAL

Totals: 2

**Totals Amount by Card Type**

Terminal ID: Testing

Card Type	Total Amount	Total Transactions
VISA	2.08	2

Totals: 1

**Totals Amount by Transaction Type**

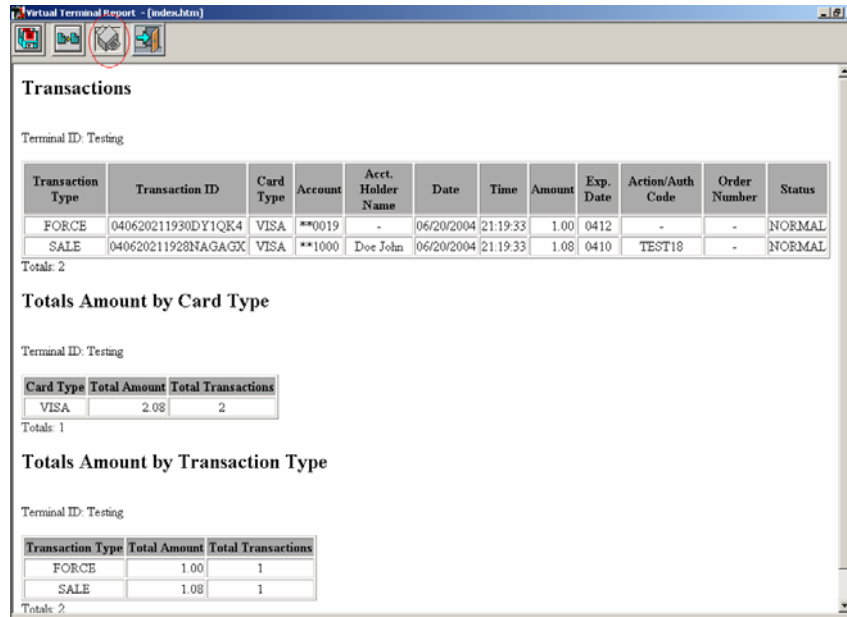
Terminal ID: Testing

Transaction Type	Total Amount	Total Transactions
FORCE	1.00	1
SALE	1.08	1

Totals: 2

Figure 10-13

## Print Report:



The screenshot shows a web browser window titled "Virtual Terminal Report - [index.htm]". It contains three tables: "Transactions", "Totals Amount by Card Type", and "Totals Amount by Transaction Type". The "Transactions" table lists two transactions: a FORCE transaction and a SALE transaction, both for VISA cards. The summary tables show totals for VISA cards and for the transaction types.

**Transactions**  
Terminal ID: Testing

Transaction Type	Transaction ID	Card Type	Account	Acct. Holder Name	Date	Time	Amount	Exp. Date	Action/Auth Code	Order Number	Status
FORCE	040620211930DY1QK4	VISA	**0019	-	06/20/2004	21:19:33	1.00	0412	-	-	NORMAL
SALE	040620211928NAGAGX	VISA	**1000	Doe John	06/20/2004	21:19:33	1.08	0410	TEST18	-	NORMAL

Totals: 2

**Totals Amount by Card Type**  
Terminal ID: Testing

Card Type	Total Amount	Total Transactions
VISA	2.08	2

Totals: 1

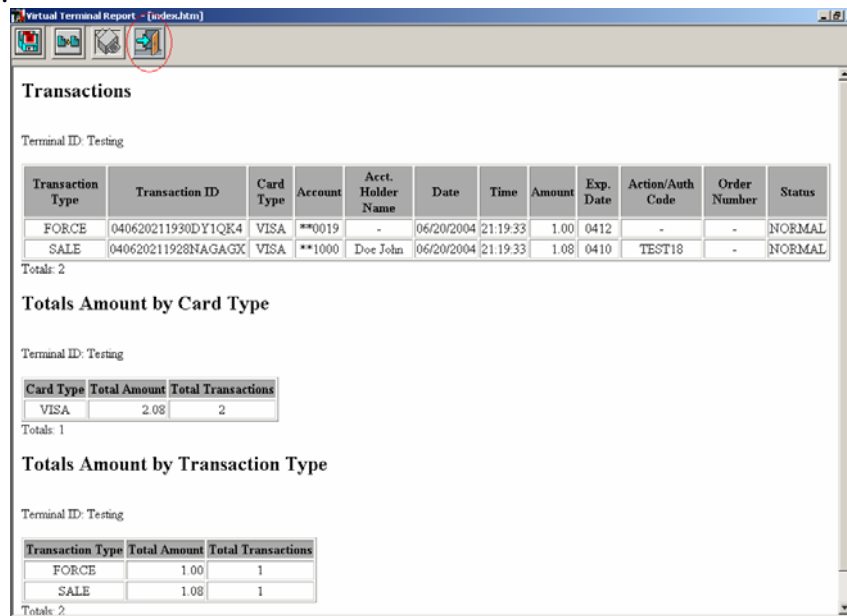
**Totals Amount by Transaction Type**  
Terminal ID: Testing

Transaction Type	Total Amount	Total Transactions
FORCE	1.00	1
SALE	1.08	1

Totals: 2

Figure 10-14

## Exit Reporting:



This screenshot is identical to Figure 10-14, showing the same transaction and summary data in the Virtual Terminal Report window.

**Transactions**  
Terminal ID: Testing

Transaction Type	Transaction ID	Card Type	Account	Acct. Holder Name	Date	Time	Amount	Exp. Date	Action/Auth Code	Order Number	Status
FORCE	040620211930DY1QK4	VISA	**0019	-	06/20/2004	21:19:33	1.00	0412	-	-	NORMAL
SALE	040620211928NAGAGX	VISA	**1000	Doe John	06/20/2004	21:19:33	1.08	0410	TEST18	-	NORMAL

Totals: 2

**Totals Amount by Card Type**  
Terminal ID: Testing

Card Type	Total Amount	Total Transactions
VISA	2.08	2

Totals: 1

**Totals Amount by Transaction Type**  
Terminal ID: Testing

Transaction Type	Total Amount	Total Transactions
FORCE	1.00	1
SALE	1.08	1

Totals: 2

Figure 10-15

### 10.3 Closed Batch

Closing a batch at the end of day process is required daily before starting the next day transaction process. This process will remove all transactions for the day after generating a daily report.

To perform the closed batch from the main screen Select [Options] + [Close Batch Ctrl+B] (see Figure 10-7).

Figure 10-16

- The *Reporting Password* window will appear (see Figure 10-17). Enter the appropriate password and click on the <Accept> button.

Figure 10-17

- The *Virtual Terminal* window will appear. To close batch transaction for end of day click <Yes>, or click on <No> to cancel the operation.(see Figure 10-18)

Figure 10-18

If the merchant selects <Yes> to close the batch, the merchant will be informed that all the transactions were deleted and the batch was closed (see Figure 10-19).

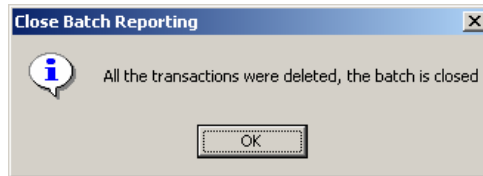


Figure 10-19

Click <OK> to exit this screen and return back to the Virtual Terminal window (see Figure 10-20).

The screenshot shows the "Virtual Terminal - Mail/Telephone Order" window. It has a menu bar (File, Options, Features, Passwords, Reports, About) and a left sidebar with transaction type radio buttons: SALE, AUTH ONLY (selected), FORCE, REFUND, VOID, CAPTURE, CHECK, CHECK VOID, CHECK REVERSAL, and INQUIRY. Below these is the Transactional Technologies logo. The main area is divided into "Transaction Information" and "Response Information" sections. The "Transaction Information" section includes fields for CARD NUMBER, EXPIRATION DATE (MMYY), CVV2, TOTAL AMOUNT, Card Holder Name, Order Number, Approval Code, Billing Zip/Postal Code, Billing Address, Billing City, Billing Phone, Billing Country (set to United States of America), Transaction ID, Bill State/Prov (set to Texas - TX), and three User Data fields. There is a "PROCESS AS" dropdown set to "Testing" and a "MANDATORY FIELDS" label. The "Response Information" section includes fields for Response / Status, Action Code, CVV2 Response, Authorization Code, Address Match, Response Transaction ID, Zip Match, and AVS Description. At the bottom are buttons for "Reprint Last", "Close", "Clear Fields", and "Submit". A JetPay logo is visible in the bottom right of the Transaction Information section.

Figure 10-20



## 11 Process File Format

The information in the input process files must be in a specific format for the processing network to recognize and properly process it. The file must contain at least the credit card number, expiration date, and amount, placed in a quote, comma delimited format. For example:

```
"C3", "Clerk4", "Comment2", "5432432132102105", "0512", "1.00", "75252",  
"2700 Waterview Pkwy"
```

The example above describes a Credit/Refund transaction.

### 11.1 Transaction Fields

Below is the name of each field of a record and the description of that field.

#### 11.1.1 Leading Field

This contains the transaction identifier, is case sensitive, and is required. The following are valid entries:

- C1 Sale
- C2 Void
- C3 Credit/Refund
- CR Void
- C6 AuthOnly/Pre-Authorization
- C5 Force

#### 11.1.2 Clerk

This entry contains the clerk information and may be up to 32 alphanumeric characters. This field is optional.

#### 11.1.3 Comment

This field contains comment information about the transaction and can contain up to 32 alphanumeric characters. It is often used for order numbers, though this is not necessary.

#### 11.1.4 Credit Card Number

This field contains the credit card number of the card used in the transaction. It cannot contain spaces or dashes.

#### 11.1.5 Expiration Date

This field contains the expiration date on the credit card used in the transaction. The format is YYMM.

#### 11.1.6 Amount

This field contains the amount of the sale. Decimal points are recommended, but are not required.

### 11.1.7 Approval Code

This field contains the six-digit approval code that the processing network gives you to verify the transaction was authorized. This field applies only to Force transactions.

### 11.1.8 ZIP

This field contains the ZIP code of the customer's billing address. This field can contain the five- or nine- digit ZIP code without spaces or dashes. This field is generally optional, but it becomes required when card swipes do not work.

### 11.1.9 Address

This field contains the customer's billing address and can be up to 32 alphanumeric characters, allowing for spaces and dashes.

### 11.1.10 CVV2/CVC

This field contains the three-digit CVV2 or CVC number printed on the signature block on the back of Visa or MasterCard credit cards. This can be used for Sale, AuthOnly, and Force transactions, though not all processing networks support this feature.

## 11.2 Example Transactions

Here we will provide the user with some sample input for each transaction type as an example of what the file may look like. Remember to remove any line breaks from your actual request file.

#### Sale

```
"C1", "Clerk", "Comment", "4111111111111111", "0505", "10.00", "ZIP",  
"Address"
```

#### Void

```
"C2", "Clerk3", "Comment4", "4000300020001000", "0512", "1.00", "", ""
```

#### Credit/Refund

```
"C3", "Clerk2", "Comment2", "4000300020001000", "0512", "10.00", "", ""
```

#### AuthOnly

```
"C6", "Clerk5", "Comment6", "4000300020001000", "0512", "1.00", "ZIP",  
"Address"
```

#### Force

```
"C5", "CLK", "CMM", "4000300020001000", "0512", "1.00", "APV", "ZIP",  
"Address"
```

## 11.3 Card Swipe Transaction Format

To send a swiped transaction, the same format will be used with the swipe data, minus the start character or sentinel (%), appended to the expiration date.

Sample hand-entered Sale (expiration date in bold):

"C1", "Clerk", "Comment3", "4000300020001000", "**0512**", "1.00"

Swipe data, tracks 1 and 2 (start and end sentinels in bold):

%B4000300020001000^JANEDOE^051204404002?**;**4000300020001000=05120167520012?

\*Note that both Track 1 and Track 2 use "?" as the end sentinel character

### 11.3.1 Formatting a Request File Using Track 1 and Track 2 Data

Using both Track 1 and Track 2 data is desired. The entire above string, minus the start sentinel for Track 1, would be appended to the expiration date in the following manner:

"**0512**B4000300020001000^JANEDOE^051204404002?**;**4000300020001000=051201675?"

The expiration date, end sentinel for Track 1 data and beginning sentinel for Track 2 data are in bold print. The percent symbol signifying the beginning of Track 1 data is removed.

The entire entry for a sale transaction would look like this (one continuous line):

"C1", "CLERK1", "COMMENT2", "4000300020001000", "05124000300020001000^JANEDOE^051204404002?**;**4000300020001000=0512016752001002?", "1.00"

### 11.3.2 Formatting a Request File Using Only Track 1 Data

If only Track 1 data is desired, the following will be appended to the expiration date:

"**0512**B4000300020001000^JANEDOE^051204404002?"

The expiration date, followed by the Track 1 data, minus the start sentinel, is used.

A sale transaction using Track 1 data would look like this (one continuous line):

"C1", "CLERK1", "COMMENT3", "4000300020001000", "0512B4000300020001000^JANEDOE^051204404002?", "1.00"

### 11.3.3 Formatting a Request File Using Only Track 2 Data

If only track 2 data is desired, the following will be appended to the expiration date:

"**0512**4000300020001000=0512016752001002?"

The expiration date and end sentinel for Track 2 are shown in bold. Note that the start sentinel for Track 2, the semicolon, is not present.

The entire entry for a sale transaction using Track 2 data would look like this (one continuous line):

"C1", "CLERK3", "COMMENT2", "4000300020001000", "05124000300020001000=0512016752001002?", "1.00"

The files for the process file module may contain more than one entry, and can include both hand keyed entries and card swipe entries.

### 11.3.4 Interpreting Results

The results of the group or request session are written to the output or .ANS file. The output may appear in either of two different ways. If the option is enabled for a Full Format Answer File as discussed in section 3.6.6.1, the input information will appear with the response, as seen below. If this is not selected, only the response will appear.

```
"C1", "", "", "4000300020001000", "0410B4000300020001000^Doe/John^041010100000028  
801000000362000000?;4000300020001000=0410101288010362?", "1.08", "", "", "", "", "", ""  
"06-20-2004", "21:19:32", "YTEST18", ""
```

The Y at the beginning of the response field indicates the transaction was approved. This is followed by the approval code for the transaction and an optional reference number. A declined transaction would appear as below.

```
"C2", "John Doe", "", "4005550000000019", "9999", "1.00"  
"020-2004", "21:19:28", "NInvalid credit card expiration date."
```

### 11.3.5 Transaction Format Quick Reference

Sale:	C1, CMc, CMM, ACT, EXP, AMT, ZIP, ADD
Void:	C2, CMc, CMM, ACT, EXP, AMT, APV
Credit:	CR, CMc, CMM, ACT, EXP, AMT
Credit Void:	CR, CMc, CMM, ACT, EXP, AMT, APV
Force:	C5, CMc, CMM, ACT, EXP, AMT, APV, ZIP, ADD
AuthOnly:	C6, CMc, CMM, ACT, EXP, AMT, ZIP, ADD

## 12 Card Swipe

Transactional Technologies, LLC supports the Magtek Mini-Wedge card swipe (reader). The Magtek Mini-Wedge card swipe allows the device to be connected to the keyboard port of the computer with the keyboard then being plugged into the female receptacle of the card swipe (split, or Y-cable).

The Magtek Mini-Wedge card swipe is a low-cost, reliable solution that aids in data entry of the Virtual Terminal application software.



## ***12.1 Connection***

Before connecting the card swipe, power the computer off.

Disconnect the keyboard cable from the CPU.

Connect the male 6-pin mini-din connection to the keyboard port on the computer. Then, connect the keyboard cable to the female 6-pin mini-din receptacle at the end of the cable that is permanently attached to the Magtek Mini-Wedge Card Swipe.

Power the computer on.

## ***12.2 Use***

Ensure that the Virtual Terminal application is running on the computer.

Swipe the card through the slot on the card reader.

## ***12.3 Specifications***

Color: Available in black and pearl white.

Interface: Wedge

Connector: 6-Pin and 5-Pin Din

Dimensions: L-100mm (3.94 in) W-32.5mm (1.28 in) H-31.3mm (1.23 in)

Weight: 165 Grams (5.8 oz)

Cable Length: 1.83 Meters (6 ft)

Card Types: ISO, ANSI and AAMVA (drivers license)

## ***12.4 Operating Environment***

Temperature: Operating: 0° to 55° C (32° F to 131° F)

Storage: -30° C to 70° C (-22° F to 158° F)

Humidity: Operating: 10% to 90% non-condensing

Storage: Up to 100% non-condensing

Altitude: Operating: 0 – 10,000 ft (0 – 3,048 m)

Storage: 0 – 50,000 ft (0 – 15,240 m)

## ***12.5 Standard Configurations***

Track 2 Pearl White – 21080205; Black – 21080206

Track 1 and 2 Pearl White – 21080203; Black – 21080204

Track 1, 2 and 3 Pearl White – 21080201; Black – 21080202

## 13 Action Codes

Various *Action Codes* can be returned to the Virtual Terminal. The ones experienced the most are Transactional Technologies Action Codes and the Virtual Terminal Action Codes.

Transactional Technologies Action Codes are those codes that received by the host processor and relay information in regards to the status of the transaction.

Virtual Terminal Action Codes are those codes that are generated locally by the Virtual Terminal application.

### 13.1 Transactional Technologies Action Codes

<u>Code</u>	<u>Description</u>	<u>Code</u>	<u>Description</u>
000	Approved	065	Count limit exceeded
001	Refer to Issuer	075	PIN tries exceeded
002	Refer to issuer – special	076	Unable to locate previous message
003	Invalid merchant	077	Edit Error
004	Pick up card	080	Invalid date
005	Do not honor	081	PIN crypto error
006	Error	082	Incorrect CVV
007	Pick up card – special	083	Unable to verify PIN
008	Approve with ID	085	No reason to decline
011	VIP approval	091	Issuer inoperative
012	Invalid transaction	092	Routing failure
013	Invalid amount	093	Law violation
014	Invalid card number	096	System error
015	Invalid issuer	099	Timeout
019	Re-enter transaction	107	Call Issuer
021	No action taken	801	Invalid effective date
025	Unable to locate record	803	Invalid biller information
028	File unavailable	805	Force STP
030	Format error	806	CVV2 failure
039	No credit account	807	Miscellaneous error
041	Lost card	908	Manual card entry invalid
043	Stolen card	909	Invalid track information
051	Insufficient funds	912	Invalid card format
052	No checking account	917	Expired card
053	No savings account	920	Invalid amount
054	Expired card	926	Invalid Password
055	Invalid PIN	942	Refund Not Allowed
057	Transaction not permitted	987	Issuer unavailable
058	Transaction not permitted	989	Database Error
061	Amount limit exceeded	992	Transaction timeout
062	Restricted Card	998	Message not supported
063	Security violation	999	Communications failure

### 13.2 Virtual Terminal Action Codes

<u>Code</u>	<u>Description</u>	<u>Causes</u>
A50	Unexpected Error	Virtual Terminal Application Error
A80	Invalid Transaction Type	Transaction Type Code is Not Recognized
A81	Missing Merchant ID	Merchant ID is Not Present
A82	Invalid Price	Price is negative
A83	Invalid ABA Number	ABA Number size problem
A84	Missing Checking Account Number	Account number size is zero
A85	Missing Check Number	Check number size is zero
A86	Invalid check surcharge	Surcharge is negative
A87	Invalid credit card expiration date	The size of the expiration date is different to four digits (must be MMY) – <b>do not enter a slash “/”</b>
A88	Missing credit card number	Credit card number size is zero
A89	Invalid credit card number	The size is incorrect or is not numeric or is invalid
A90	Invalid CVV2 number	CVV must be numeric
A91	Missing account holder name	Account holder name size is zero
E50	Unexpected error	Possible communications failure.
E51	No Response from JetPay Gateway	
E52	Incomplete Response from JetPay Gateway	
E53	Invalid Response from JetPay Gateway	
E54	Action Code is Not Returned from JetPay Gateway	
E55	Transaction Identifier Returned from JetPay Gateway Did Not Match the Outbound Transaction Identifier	
E981	Invalid AVS	AVS information may have been incorrectly entered. Re-enter AVS information and resubmit.



## 14 Installing A Verifone Printer 900

Due to the high demand for clients to be able to continue using their existing Verifone Printer 900 receipt printers, Transactional Technologies has provided a means to make this possible.

### 14.1 Verifone Printer 900 Settings

Before connecting the printer to the PC, it is imperative that the dip switch settings on the printer be verified. The settings should be 1-On, 2-On, 3-Off, 4-Off. The ON position is down with the OFF position being up (see Figure 14-1).

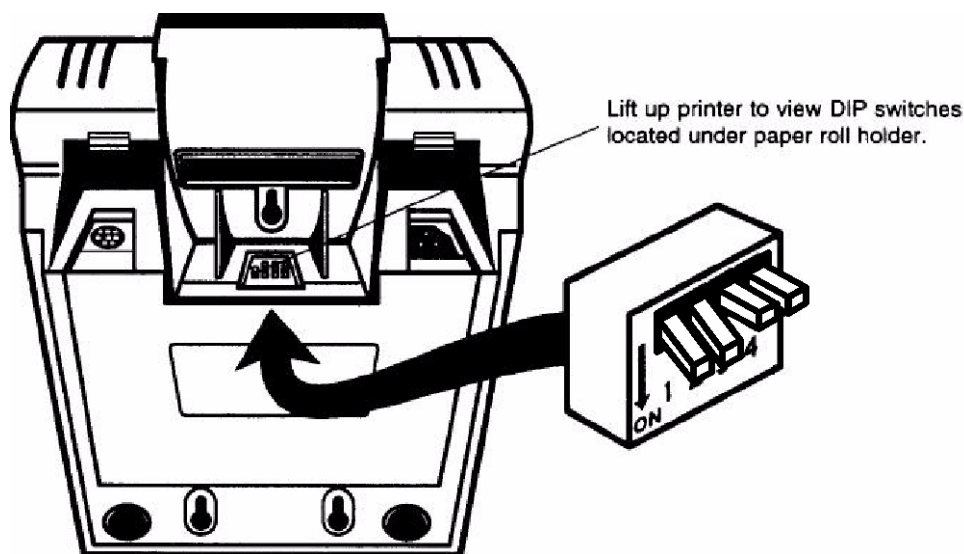


Figure 14-1

### 14.2 Physical Connectivity

A special cable must be utilized for the connectivity. The cable requires an 8-pin mini din (male) connector (for the printer) and a DB-9 male connector (for the computer's serial port).

#### 14.2.1 Cabling Pin-Outs

The Verifone P250 and P900 use a DB-9 (Female) to Mini-Din-8 (Male) serial cable. The pinouts for this cable is provided in Figure 14-2.

#### *Cabling Pin-Outs Without Using The Modular Adapter*

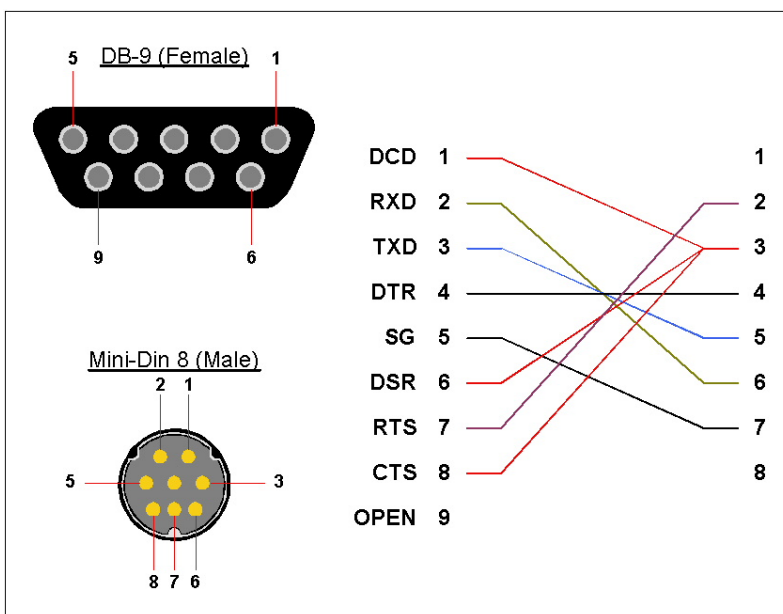


Figure 14-2

## 14.2.2 Connecting The Printer

Plug the 8-pin mini din (male) end of the cable into the RS-232 port on the back of the Verifone Printer 900.

Plug the DB-9 (female) connector to the comm(unications) port on the computer.

Plug the AC adapter to the power port on the rear of the Verifone Printer 250 (or 900) and then plug it into a wall outlet.

Figure 14-3 provides a graphical representation of this connection:

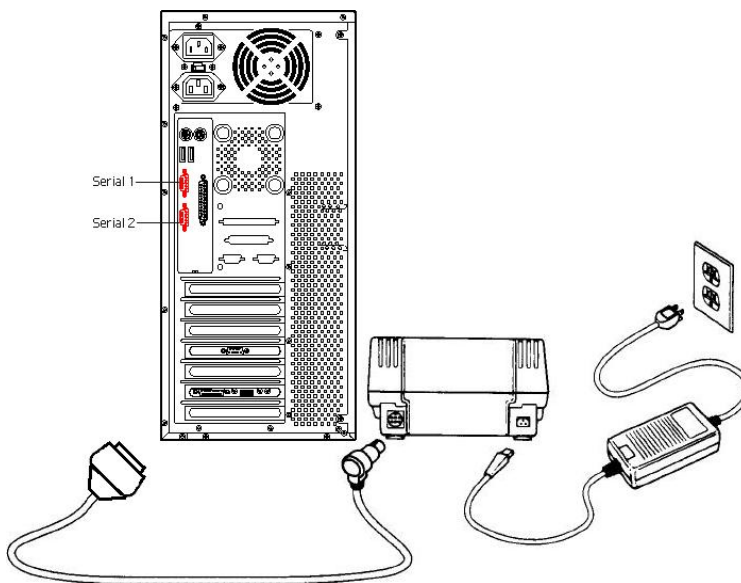


Figure 14-3

## 14.3 Configure The COM Port

Before the Verifone Printer 900 can be utilized, the system must be configured to recognize it as a valid printer. The following chapters provide information on how to do this.

### 14.3.1 Windows 2000®

To begin the setup, click on the <Start> button and then select [Settings] + [Control Panel] + [System] (see Figure 14-4).

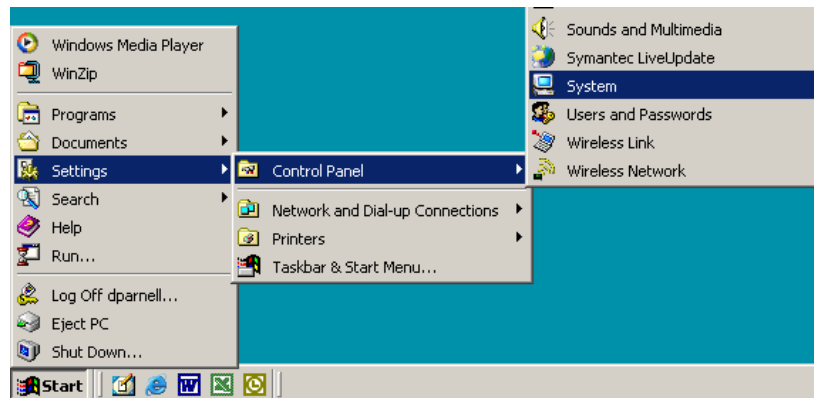


Figure 14-4

The *System Properties* window will appear (see Figure 14-5).

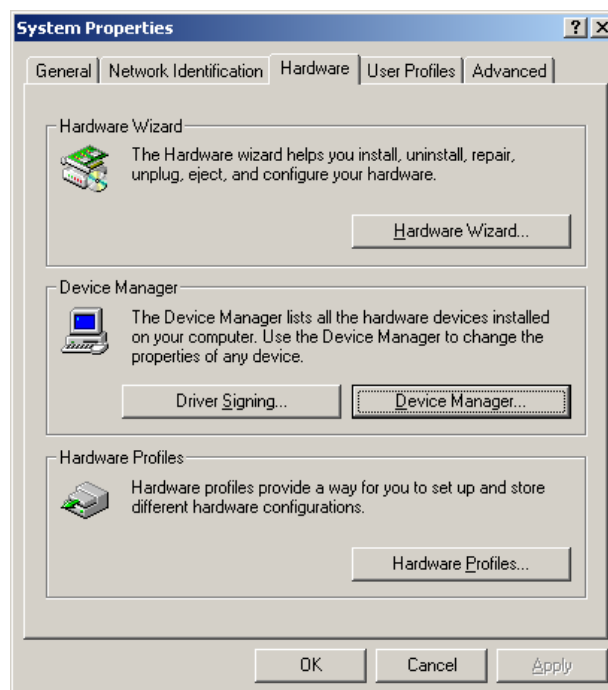


Figure 14-5

Click on the [Hardware] tab within this window. The click on the [Device Manager...] button. The *Device Manager* window will appear (see Figure 14-6).

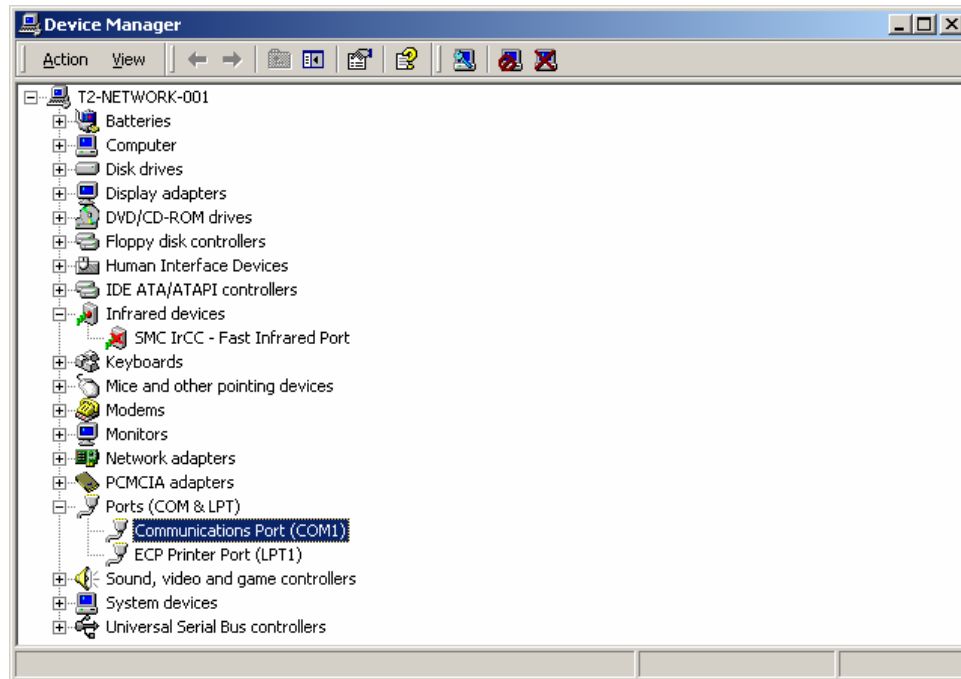


Figure 14-6

Within this window, select [Ports (COM & LPT)] and double-click on **Communications Port (COM1)**. The *Communications Port (COM1) Properties* window will appear (see Figure 14-7).

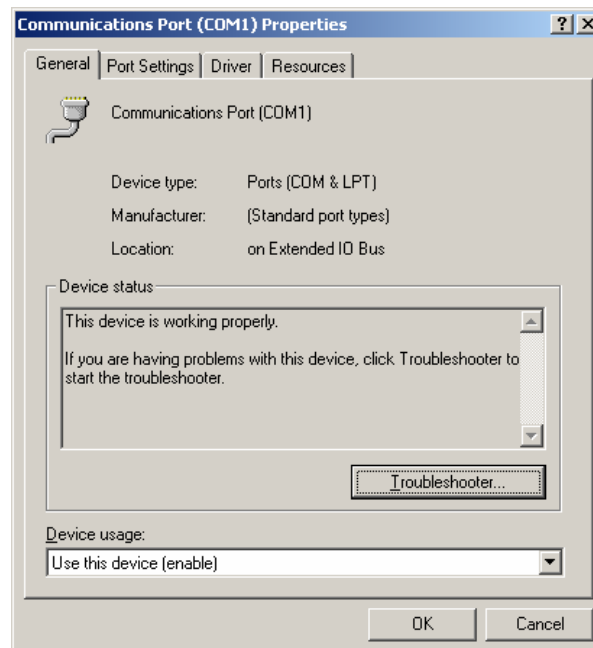


Figure 14-7

Within the *Communications Port (COM1) Properties* window, click on the tab labeled **Port Settings**. The set the following parameters (see Figure 14-8)

- Bits per second: 9600

- Data bits: 8
- Parity: None
- Stop bits: 2
- Flow control: Hardware

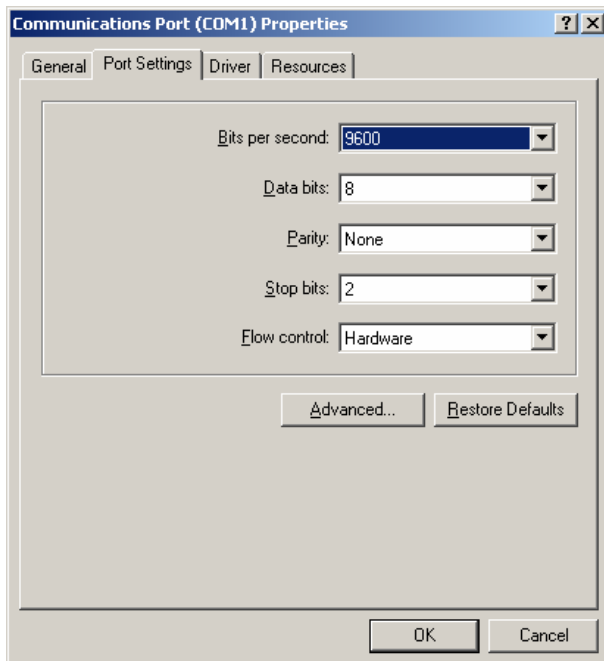


Figure 14-8

Once the settings have been modified, click on the <OK> button. You should be returned to the *Device Manager* window. Close this window. When returned to the *System Properties* window, click on the <OK> button.

### 14.3.2 Windows 95®, Windows 98® and Windows NT® 4.0

To begin the setup, click on the <Start> button and then select [Settings] + [Control Panel] + [System] (see Figure 14-9).

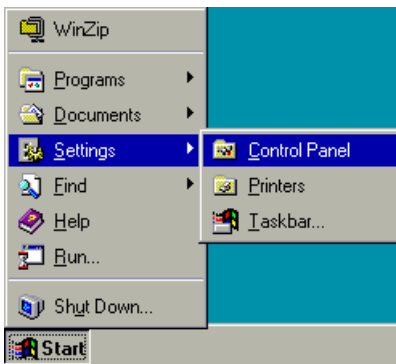


Figure 14-9

The *Control Panel* window will appear (see Figure 14-10).

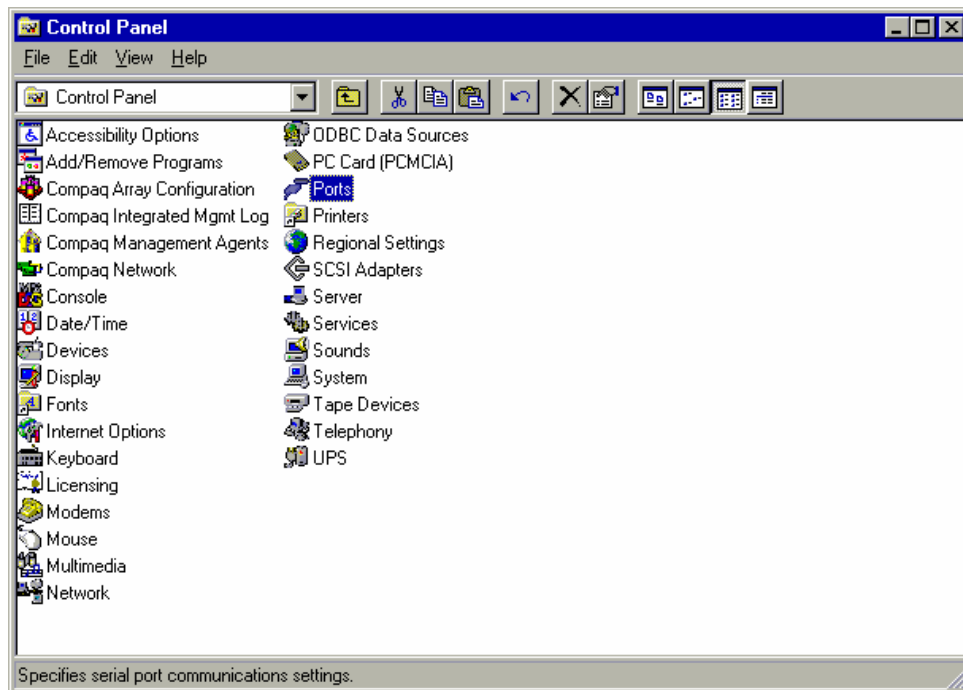


Figure 14-10

Double-click on the **Ports** icon. The *Ports* window will appear (see Figure 14-11).

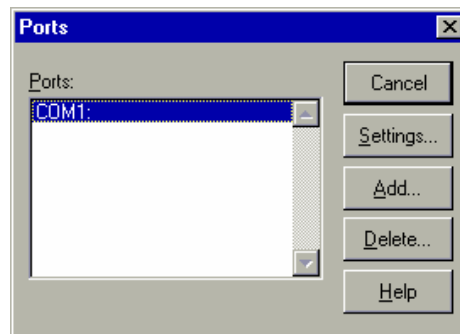


Figure 14-11

Select the appropriate COM port (COM1 or COM2) and then click on the <Settings...> button. The *Settings for COM1* (or *COM2*) window will appear (see Figure 14-12).

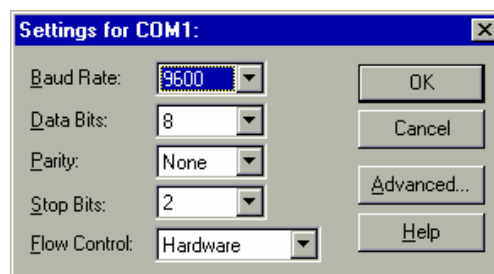


Figure 14-12

Within the *Settings for COM1* (or *COM2*) window, set the following parameters.

- Bits per second: 9600
- Data bits: 8
- Parity: None
- Stop bits: 2
- Flow control: Hardware

Once the settings have been modified, click on the <OK> button. You should be returned to the *Ports* window. Click on the <Close> button and then close the *Control Panel* window.

## 14.4 Configure The Printer

The next step is to configure the printer. Perform the following steps to complete this task.

### 14.4.1 Windows 2000®

Click on the <Start> button and then select [Settings] + [Printers] + [Add Printer] (see Figure 14-13).

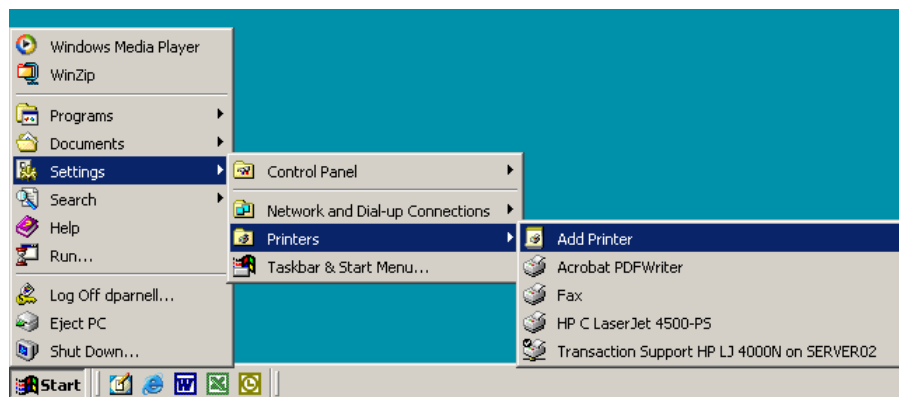


Figure 14-13

The *Add Printer Wizard* window will appear (see Figure 14-14).



Figure 14-14

Click on the <Next> button. The next window to appear will ask whether the printer to add is a Local or Network printer. Click on the radio button to the left of **Local Printer** and un-check the box to the left of **Automatically detect and install my Plug and Play printer** (see Figure 14-15).

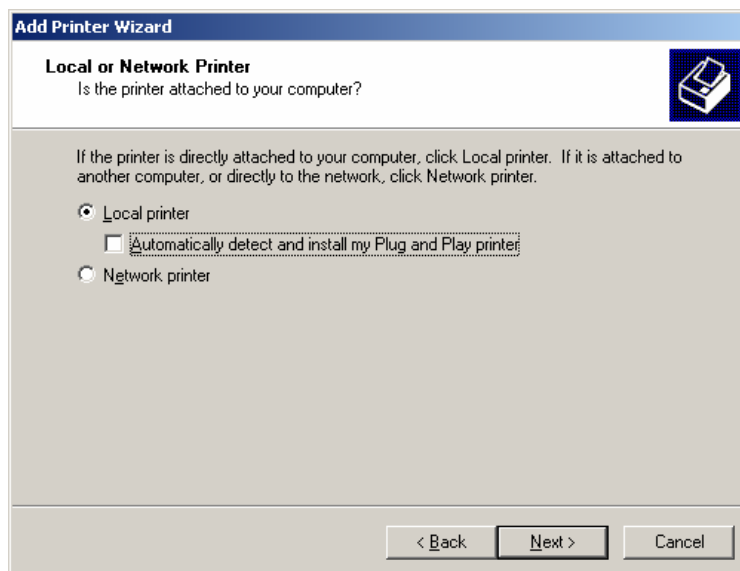


Figure 14-15

Click on the <Next> button. The next window to appear will ask that you identify the printer port. Select the appropriate (COM) port and click on the <Next> button (see Figure 14-16).



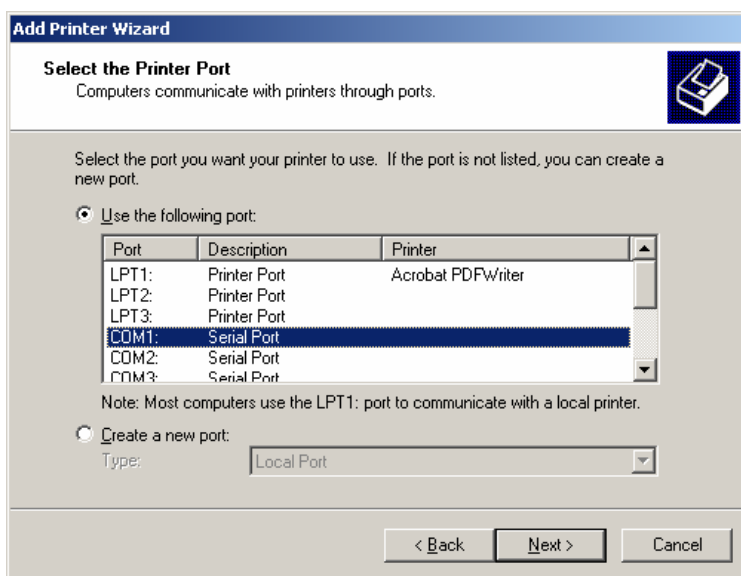


Figure 14-16

The next window to appear will ask that you identify the printer that is being added. In the left window pane (labeled Manufacturers), scroll down and select **Generic**. In the right window pane select **Generic / Text Only** and then click on the <Next> button (see Figure 14-17).

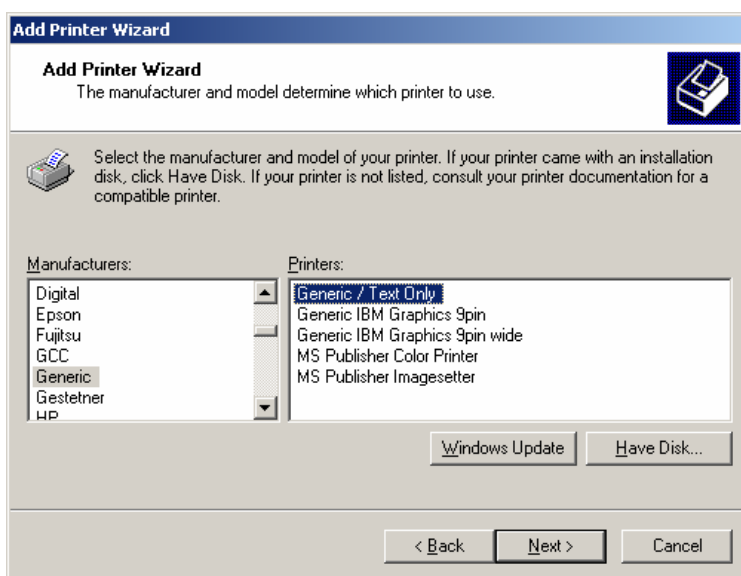


Figure 14-17

The next window to appear will ask that you identify the printer. In the box labeled **Printer name:**, enter **Verifone**. If you want this to be the default printer for your computer, select **Yes**. Otherwise, select **No**. Click on the <Next> button (see Figure 14-18).

You DO NOT have to set this to the default printer to enable the Virtual Terminal software to use it. The default printer for the Virtual Terminal is set up in the Virtual Terminal configuration settings.

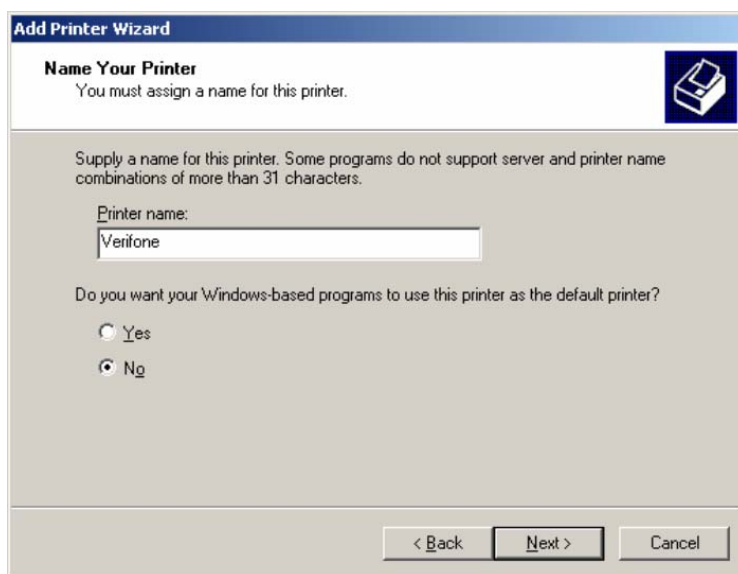


Figure 14-18

The next window allows you to share the printer. Within this window, check the radio button next to **Do not share this printer** and then click on the <Next> button (see Figure 14-19).

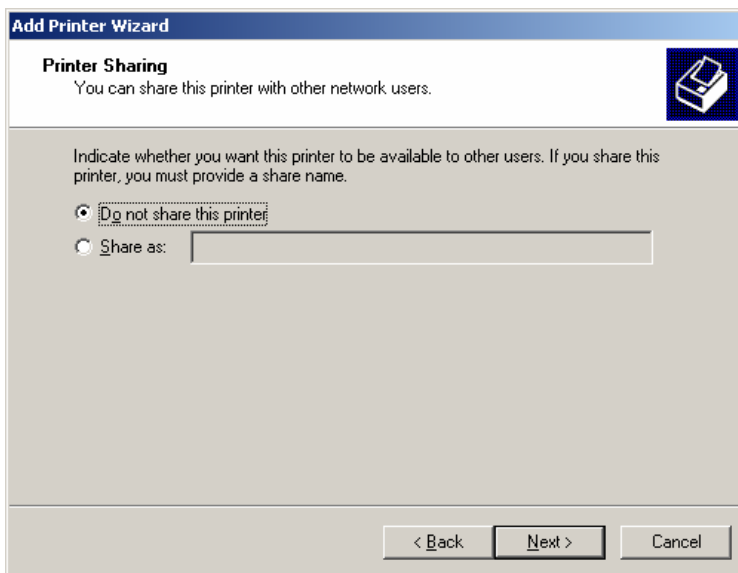


Figure 14-19

The next window will allow you to print a test page. It is highly recommended that you perform this step as it will let you know that the printer has been configured properly. If you do not desire to print a text page, click on the radio button next to **No** and then click on the <Next> button.

If you want to print a test page, click on the radio button to the left of **Yes** and then click on the <Next> button (see Figure 14-20).

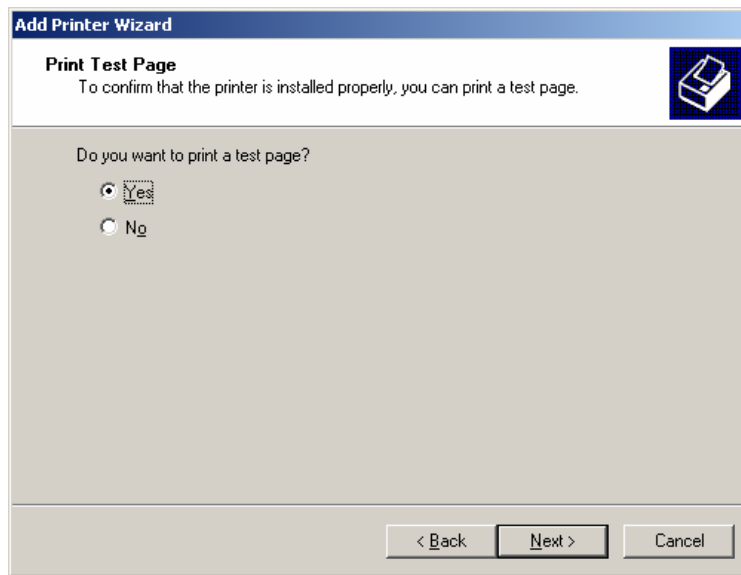


Figure 14-20

To close the wizard and print a test page, click on the <Finish> button (see Figure 14-21).

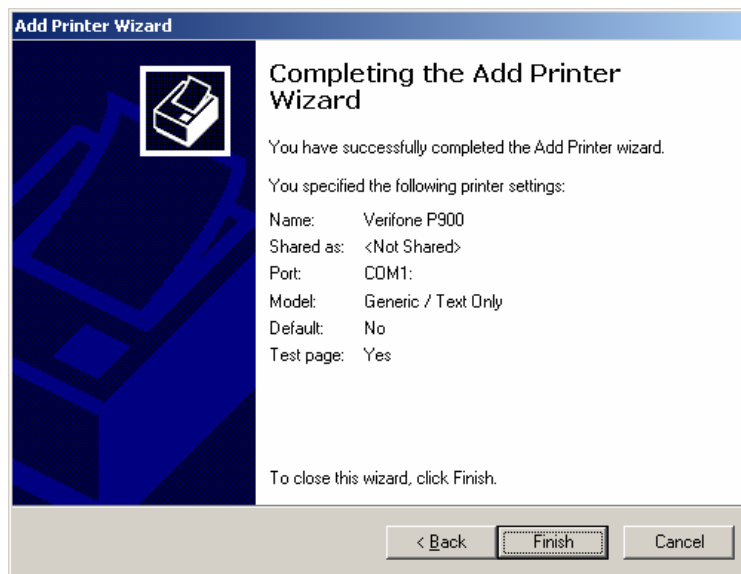


Figure 14-21

If the test page printed correctly, click on the <OK> button

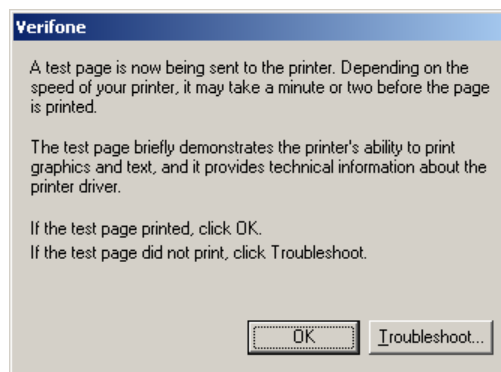


Figure 14-22

Figure 14-23 provides a graphical representation of a successful printout:

```

      Congratulations
      If you can read this information, y
ou have correctly installed your
      Generic / Text Only on T2-NETWORK-0
01.
      The information below describes you
r printer driver and port settings.
      Submitted Time: 1:34:35 PM 4/8/2003

      Machine name: T2-NETWORK-001
      Printer name: Verifone
      Printer model: Generic / Text Only
      Color support: No
      Port name(s): COM1:
      Data format: RAW
      Share name:
      Location:
      Comment:
      Driver name: UNIDRV.DLL
      Data file: TTY.GPD
      Config file: UNIDRVUI.DLL
      Help file: UNIDRV.HLP
      Driver version:5.00
      Environment: Windows NT x86
      Additional files used by this drive
r:

      C:\WINNT\System32\spool\DRIVERS\W3
2X86\3\TTY.INI
      C:\WINNT\System32\spool\DRIVERS\W3
2X86\3\TTYUI.HLP
      C:\WINNT\System32\spool\DRIVERS\W3
2X86\3\TTYRES.DLL
      (5.00.2195.5324)
      C:\WINNT\System32\spool\DRIVERS\W3
2X86\3\TTY.DLL
      (5.00.2195.5324)
      C:\WINNT\System32\spool\DRIVERS\W3
2X86\3\TTYUI.DLL
      (5.00.2195.5324)
      C:\WINNT\System32\spool\DRIVERS\W3
2X86\3\UNIRES.DLL (5.1.2600.0
(XPClient.010817-1148)
      C:\WINNT\System32\spool\DRIVERS\W3
2X86\3\STDNAMES.GPD
      This is the end of the printer test
page.

```

Figure 14-23

## 14.4.2 Windows 95®, Windows 98® and Windows NT® 4.0

To begin the setup, click on the <Start> button and then select [Settings] + [Printers] (see Figure 14-24).

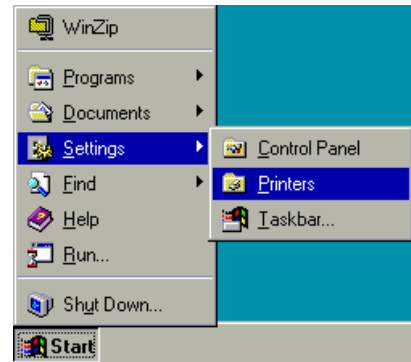


Figure 14-24

When the *Printers* window appears, double-click on **Add Printer** icon (see Figure 14-25).

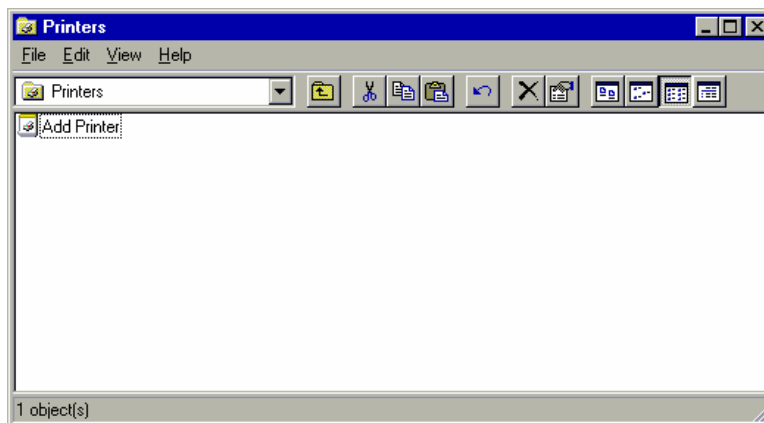


Figure 14-25

The *Add Printer Wizard* window will appear. Ensure that the radio button to the left of **My Computer** is selected and then click on the <Next> button (see Figure 14-26).

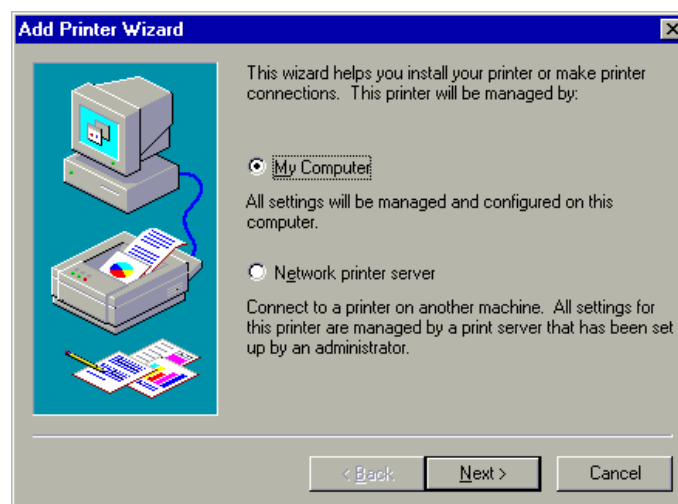


Figure 14-26

The next window allows you to select the appropriate port that the printer is connected. Check the box to the left of the appropriate COM port and then click on the <Next> button (see Figure 14-27).

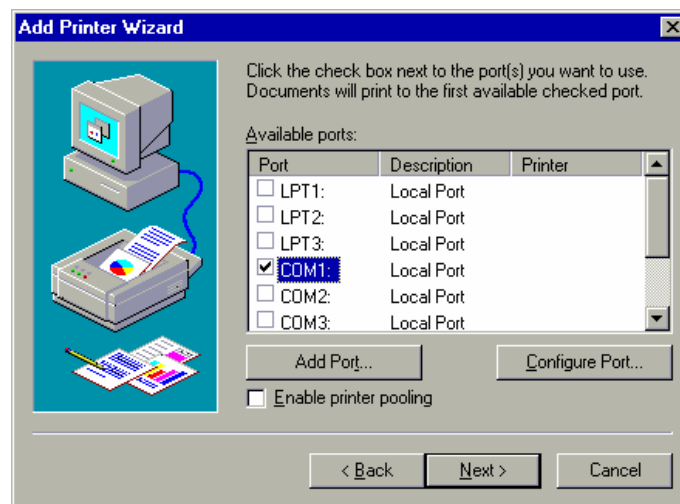


Figure 14-27

The next window to appear allows you to select the type of printer being connected to the PC. In the left windowpane scroll down and select **Generic**. In the right window pane select **Generic / Text Only**. Then click on the <Next> button (see Figure 14-28).

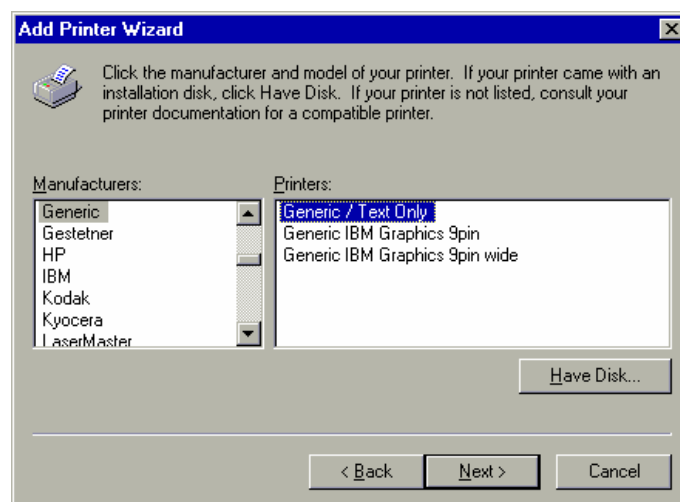


Figure 14-28

The next window allows you to “name” your printer. In the text box labeled **Printer name:**, enter **Verifone**. Click on the <Next> button (see Figure 14-29).

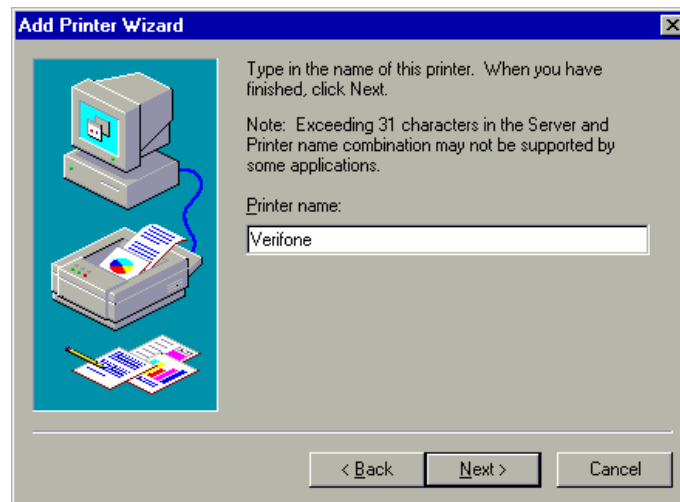


Figure 14-29

The next window to appear will allow you to share the printer. It is recommended that you do not share the printer. Click on the radio button to the left of **Not shared**. Click on the **<Next>** button (see Figure 14-30).

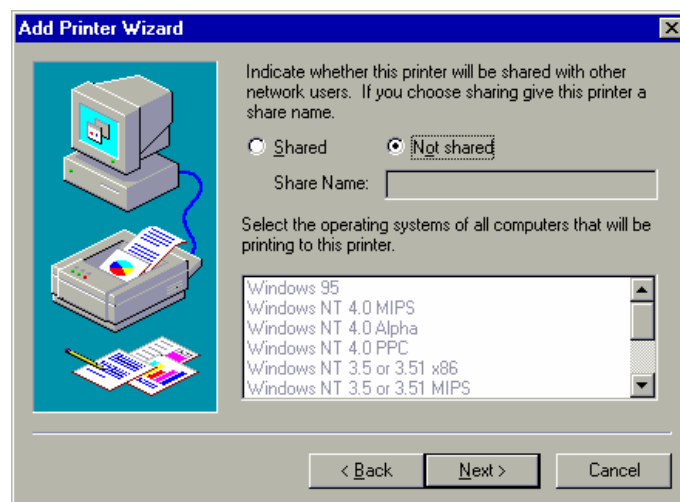


Figure 14-30

To verify that the printer has been properly configured, you will want to print a test page. To do this, check the radio button to the left of **Yes (recommended)** and then click on the **<Finish>** button (see Figure 14-31).

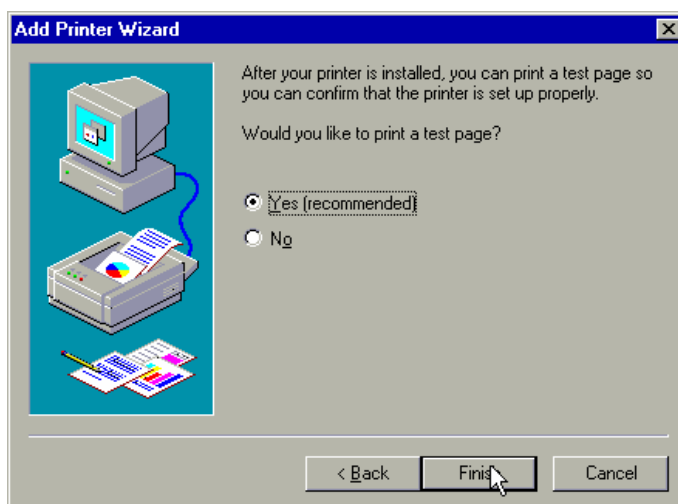


Figure 14-31

If the printer has been properly configured, a receipt similar to that shown in Figure 14-32 will be printed out.

```

      Congratulations
      If you can read this information, you
      have correctly installed your
      Generic / Text Only on T2-NETWORK-0
      01.
      The information below describes your
      printer driver and port settings.
      Submitted Time: 1:34:35 PM 4/8/2003

      Machine name: T2-NETWORK-001
      Printer name: Verifone
      Printer model: Generic / Text Only
      Color support: No
      Port name(s): COM1:
      Data format: RAW
      Share name:
      Location:
      Comment:
      Driver name: UNIDRV.DLL
      Data file: TTY.GPD
      Config file: UNIDRVUI.DLL
      Help file: UNIDRV.HLP
      Driver version: 5.00
      Environment: Windows NT x86
      Additional files used by this driver:

      C:\Windows\System\spool\DRIVERS\W32
      X86\3\TTY.INI
      C:\Windows\System\spool\DRIVERS\W32
      X86\3\TTYUI.HLP
      C:\Windows\System\spool\DRIVERS\W32
      X86\3\TTYRES.DLL
      (5.00.2195.5324)
      C:\Windows\System\spool\DRIVERS\W32
      X86\3\TTY.DLL
      (5.00.2195.5324)
      C:\Windows\System\spool\DRIVERS\W32
      X86\3\TTYUI.DLL
      (5.00.2195.5324)
      C:\Windows\System\spool\DRIVERS\W32
      X86\3\UNIRES.DLL (5.1.2600.0)
      C:\Windows\System\spool\DRIVERS\W32
      X86\3\STDNAMES.GPD
      This is the end of the printer test
      page.
  
```

Figure 14-32



## 15 Addendum

This section deals with special considerations in regards to the software and its interaction with various operating systems. It is intended as a guideline only. The merchant and/or installer/administrator must be familiar with the operating system in use.

### 15.1 Server-Client Architecture

A server-client architecture is a network topology configured where multiple terminals (PC's) communicate with one or more servers on the network (see Figure 15-1).

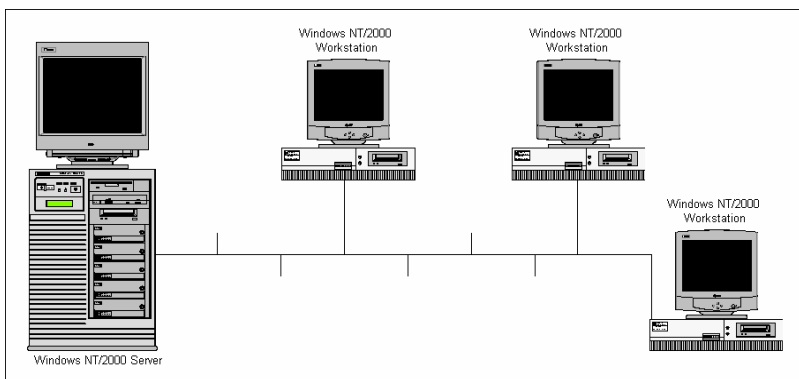


Figure 15-1

An example of a server-client architecture would be where a Windows NT server is used for account logins, windows file sharing, etc. If the merchant is configured in this way, the installation process must be followed as defined below:

#### 15.1.1 Server Installation

To perform the installation on the server, the merchant must be logged on with an account that has administrator access. Once logged on, perform the following steps in the order defined:

- If this is an upgrade, perform the steps identified in section 2 of this manual.
- Install the Virtual Terminal application. (as defined in section 3.1 of this manual).
- Configure the VTJetCom database path (as defined in section 3.2 of this manual).
- Configure the VTJetCom software (as defined in section
- Share the folder where the VTJetCom application was installed. The default installation directory is C:\Program Files\VTJetCom. To create a share of this directory/folder, perform the following:
  - Open windows explorer and navigate to the installation directory/folder of the VTJetCom application.
  - With the directory/folder highlighted, right-click on the installation directory/folder and select "Share" (see Figure 15-2).

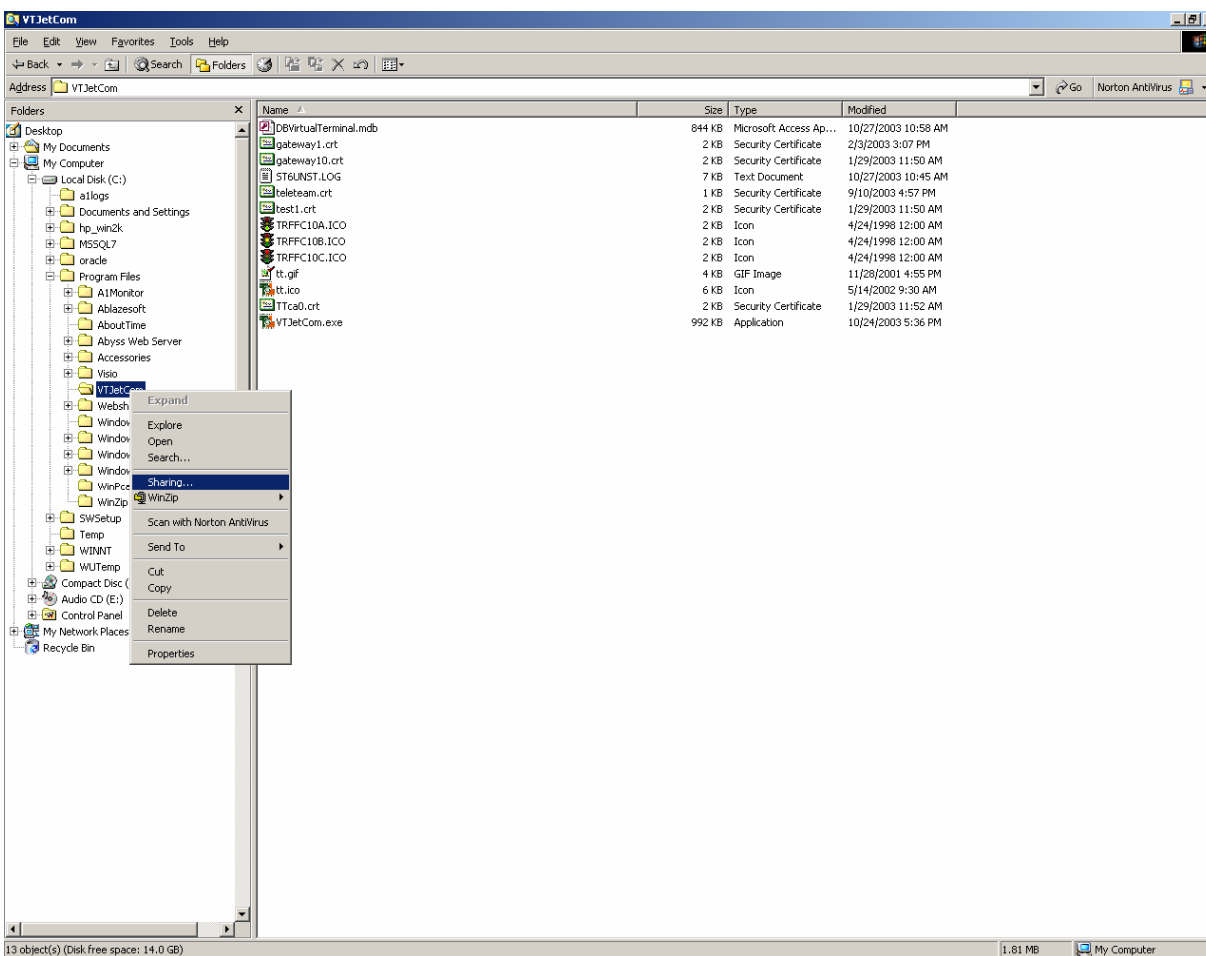


Figure 15-2

- When the properties window appears, click on the radio button titled, “Share this folder”. Ensure that a name appears in the block titled “Share name:”. The default will be the name of the directory/folder (see Figure 15-3).

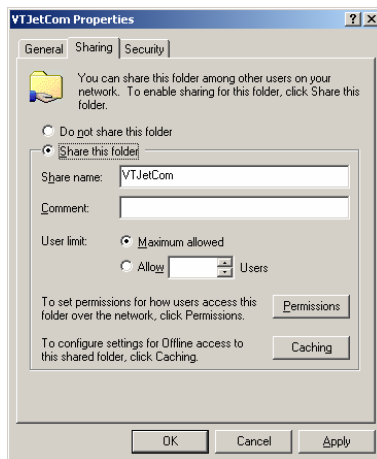


Figure 15-3

- Click on the <OK> button.

## ✓ **NOTE:**

*If the site is concerned with who does/does not have access, restrictions should be applied to the share.*

### 15.1.2 End-User Workstation (Client) Installation

The End-User Workstation installation is installed and configured in two phases. The first phase requires that the merchant log in with an account that has administrator access. The second phase is required for each user that will use the system.

#### **PHASE I:**

- Map a network drive to a local drive. To do this, perform the steps defined below:
  - On the desktop, right-click on “My Computer” and select “Map Network Drive...” (see Figure 15-4.)

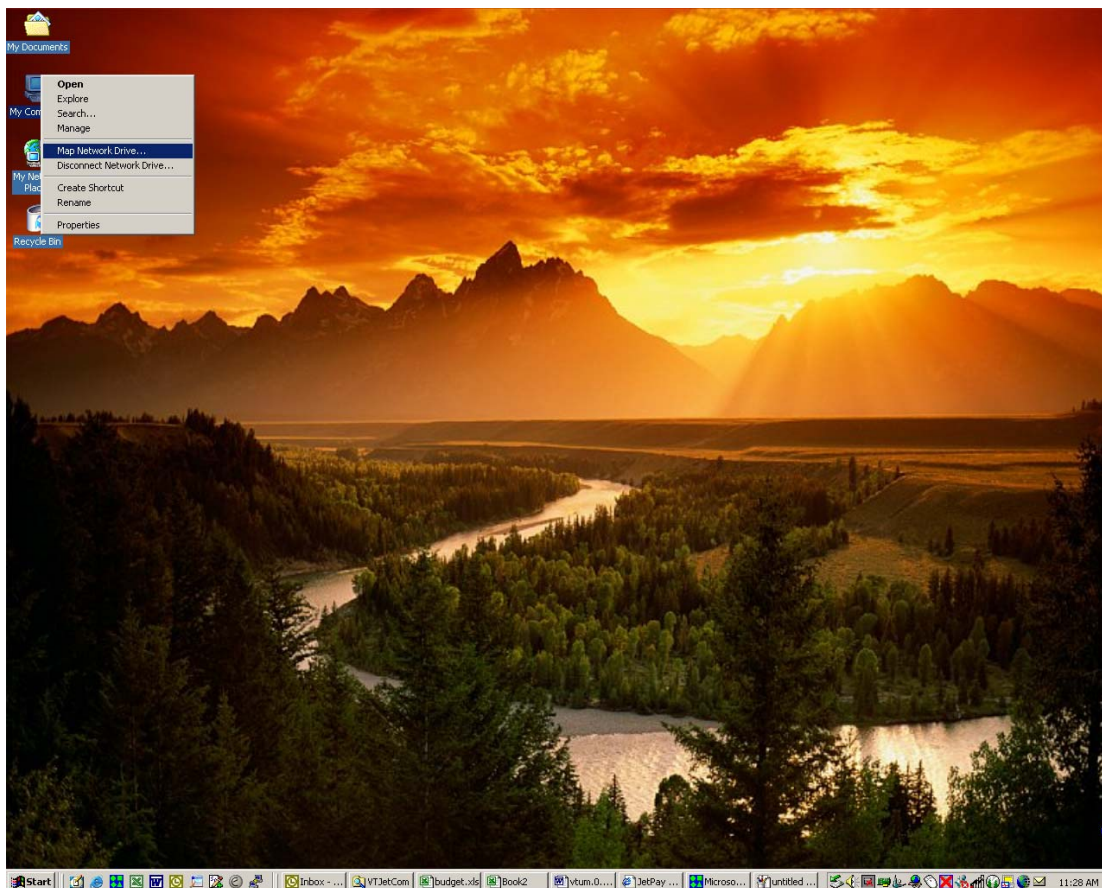


Figure 15-4

- When the “Map Network Drive” window appears, Select an available “Drive Letter” in the block titled “Drive:”. In the block titled “Folder:”, enter the name of the server

and then the name of the share (i.e. \\server\VtJetCom). Ensure that the check-box titled “Reconnect at logon” is checked. See Figure 15-5.

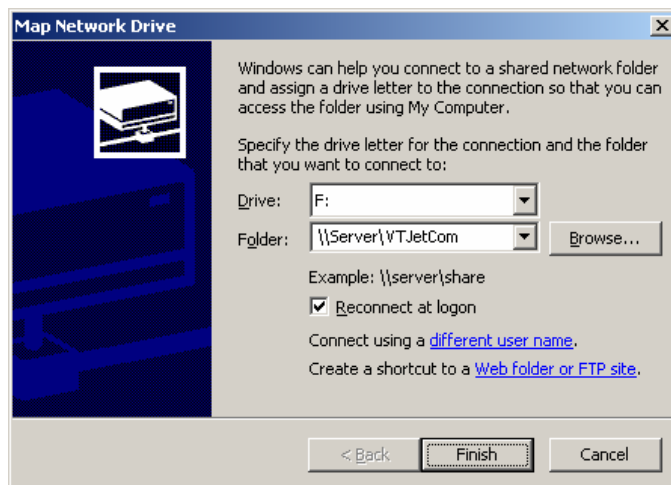


Figure 15-5

- Click on the <Finish> button.
- If this is an upgrade, perform the steps identified in section 2 of this manual.
- Install the VTJetCom Virtual Terminal application. (as defined in section 3.1 of this manual).
- Configure the VTCom database path (as defined in section 3.2 of this manual).

## **NOTE:**

*When configuring the VTCom database path, ensure that the VTCom database selected is the one that was configured on the server. This should be accessible through the mapped drive on the end-user workstation.*

- Launch the VTJetCom application and perform the appropriate configurations (as defined in section 4 of this manual).
- Log out of the end-user workstation.

## **PHASE II**

This phase must be followed for each account used to access this system.

- Log into the end-user workstation as a local user or as an authorized domain user (this is the account normally used for day-to-day operations.)
- Map a network drive to a local drive (reference the start of Phase I in this section).
- Launch the VTJetCom application.
- Configure the VTCom database path (as defined in section 3.2 of this manual).

## **NOTE:**

*When configuring the VTCom database path, ensure that the VTCom database selected is the one that was configured on the server. This should be accessible through the mapped drive on the end-user workstation.*

## 15.2 Configure the VTJetCom Database Path (Windows 9x)

To configure the VTCom Database path, click on [Start] + [Settings] + [Control Panel] + [Data Sources (ODBC 32 bits)] (see Figure 15-6).

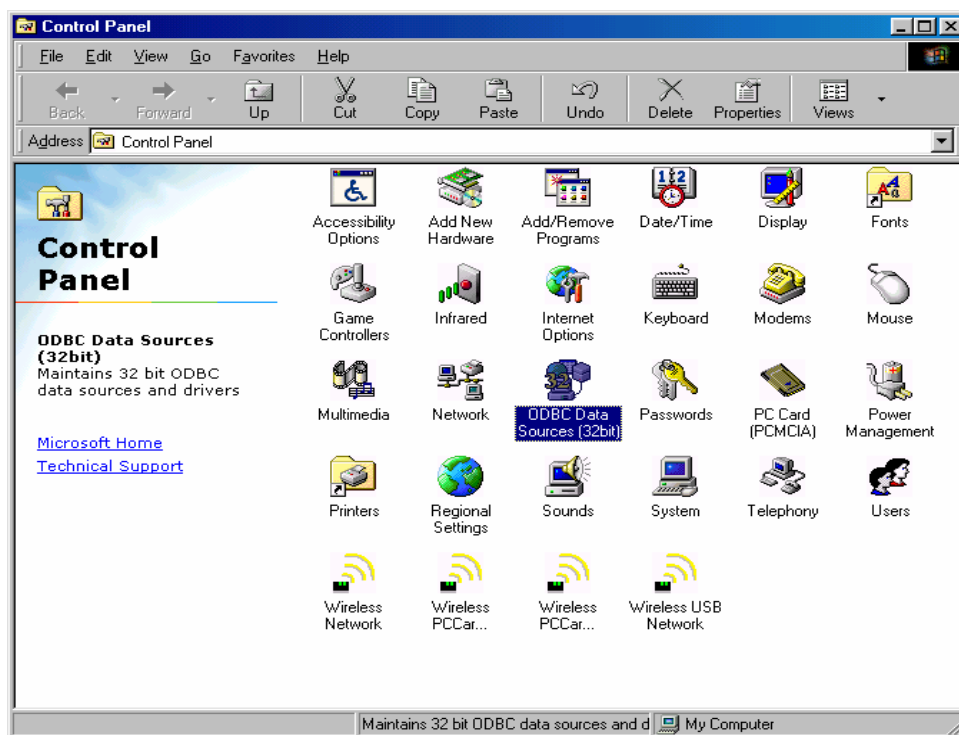


Figure 15-6

Continue with setup in section 3.

## 15.3 Windows 95<sup>®</sup> and Windows 98<sup>®</sup>

If a client is using the Windows<sup>®</sup> 98 or earlier operating system, an additional step will need to be taken. This will begin at the <ftp://zubat.jetpay.com> address where the software and certificates can be found, as described in section 1.1 (see Figure 15-7).

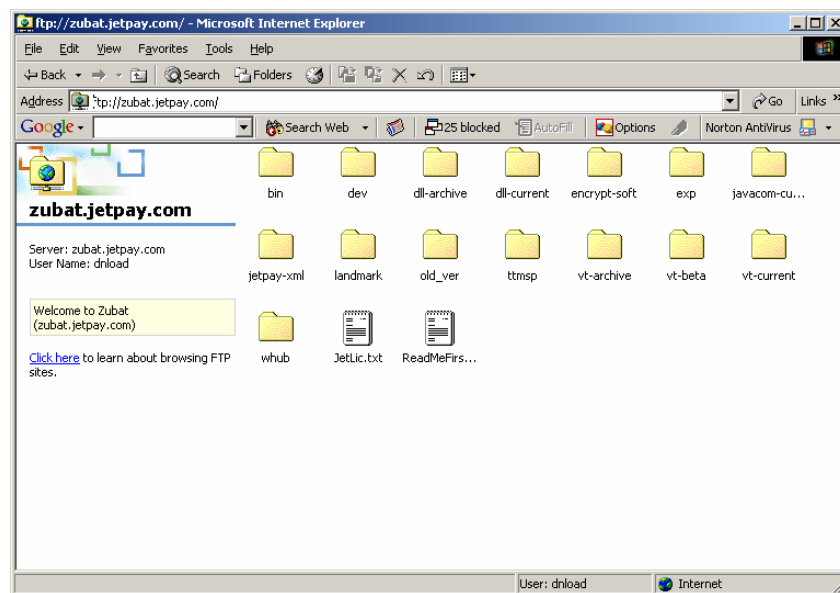


Figure 15-7: FTP Download

Navigate to the *encrypt-soft* folder (see Figure 15-8).

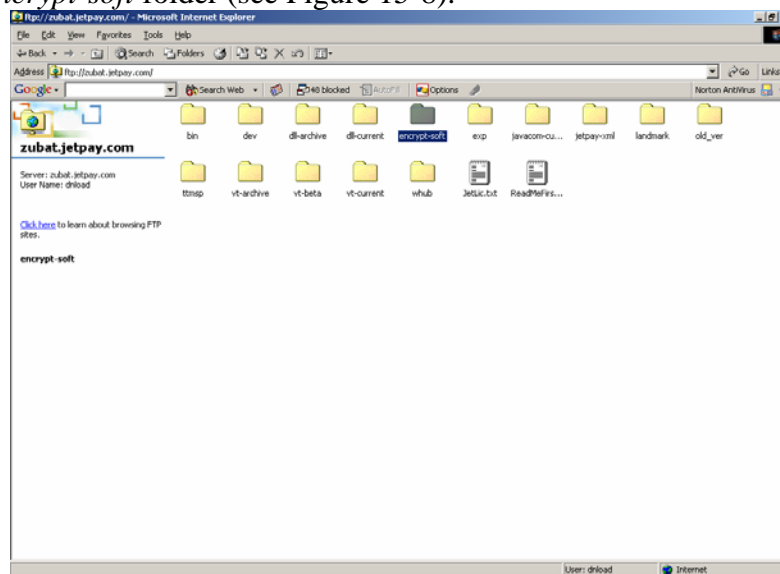


Figure 15-8

Open this folder, and find the file named “info.reg” ( see Figure 15-9).

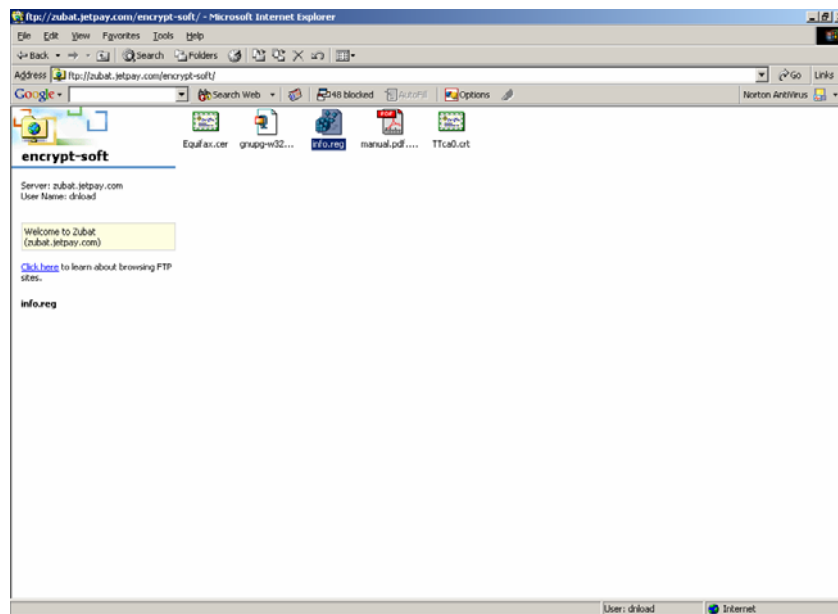


Figure 15-9

Double click on this file, and you will see a box asking if you want to open or save the file (see Figure 15-10). Choose save, and save this file in the same folder as your Virtual Terminal setup, (C:\Program Files\VTJetCom).

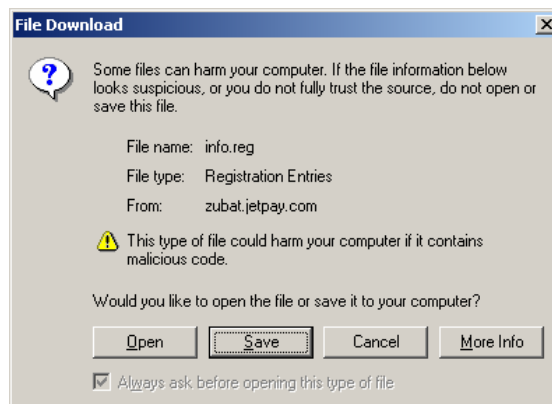


Figure 15-10

When the download is complete, you will see a message stating this (see Figure 15-11). Close this message, and exit out of the ftp site.

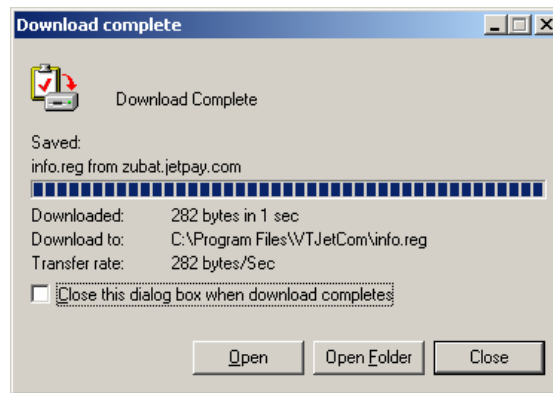


Figure 15-11

Now, open up Windows Explorer and navigate to the VTJetCom folder, (see Figure 15-12).

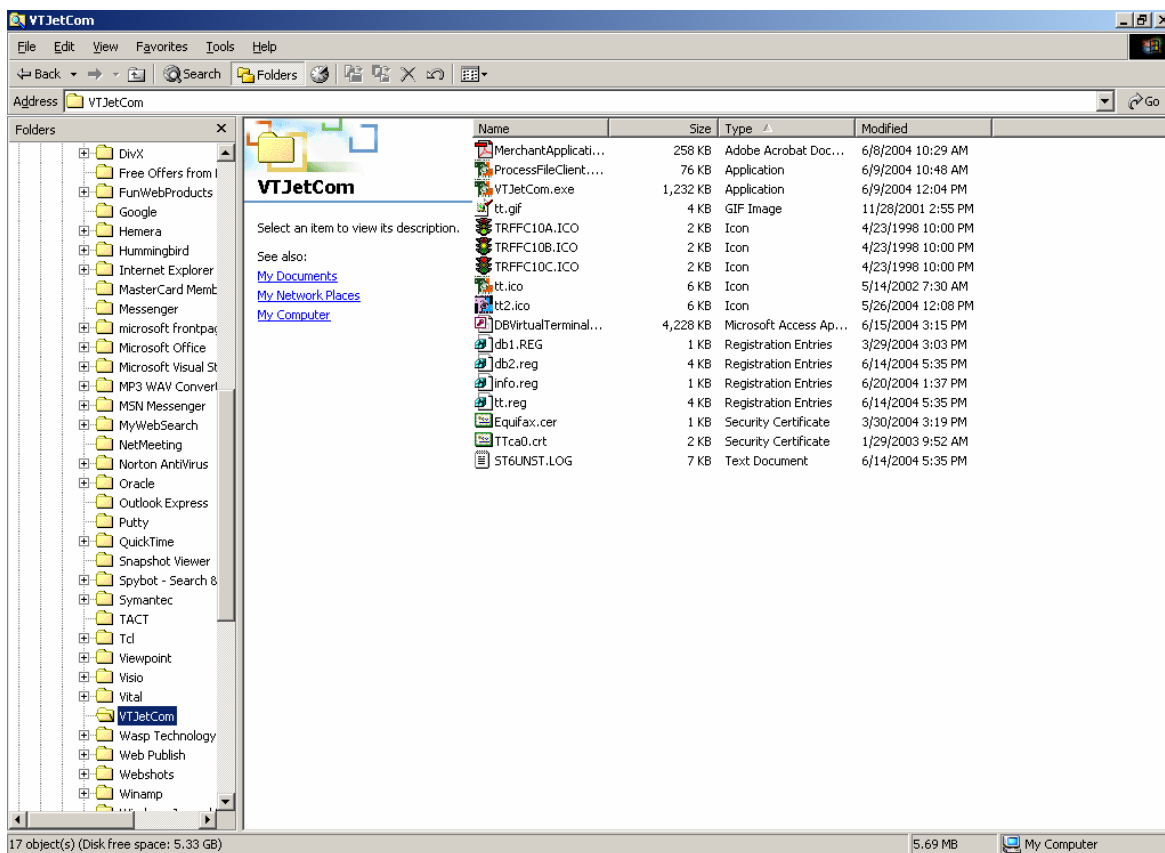


Figure 15-12

Find the file info.reg, and double click on it (see Figure 15-13).



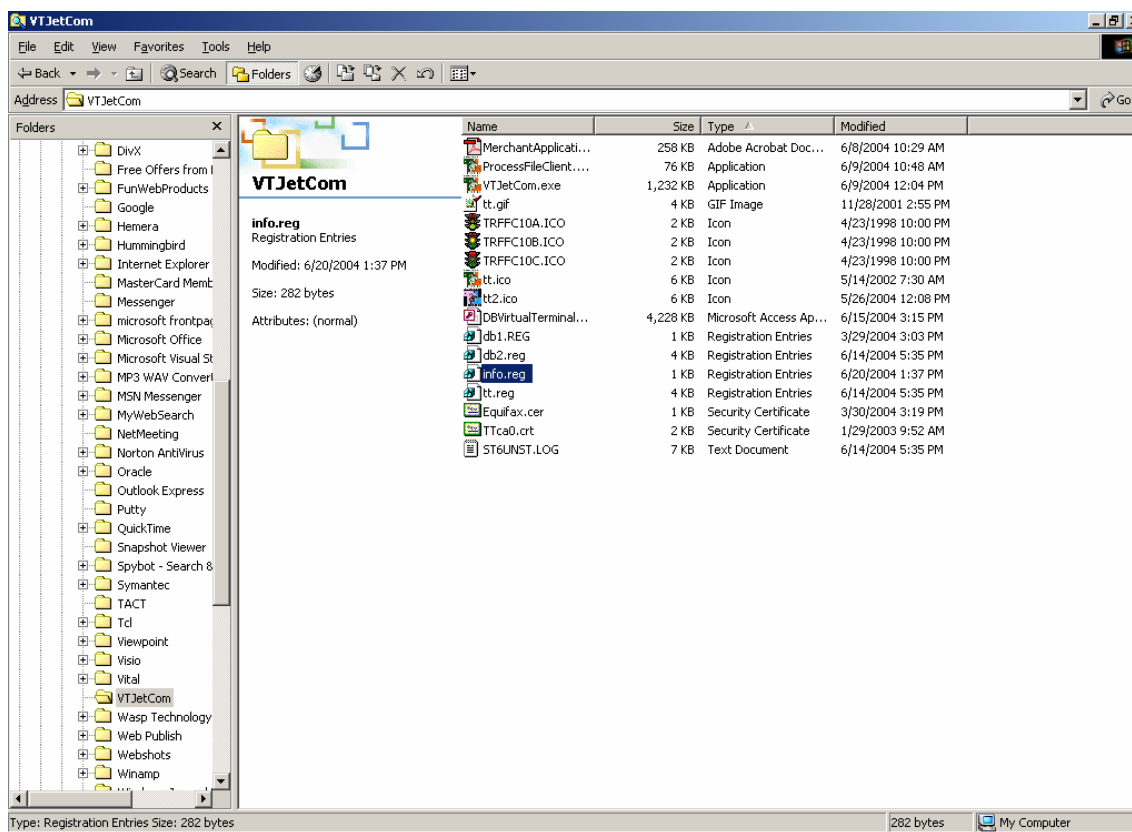


Figure 15-13

A message will appear, asking if you are certain you want to add the information to the registry (see Figure 15-14). Click <Yes>.

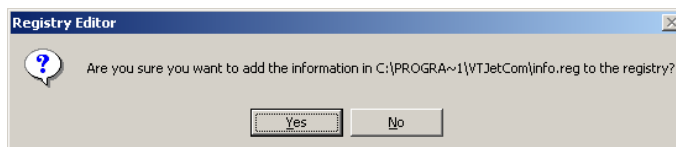


Figure 15-14

Now there will be a message confirming the information is saved (see Figure 15-15). Click <OK>.

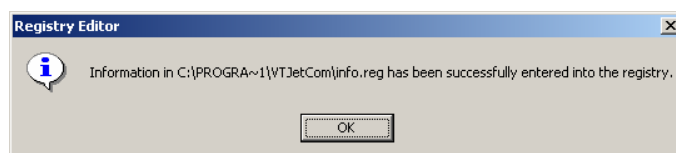


Figure 15-14

These steps should allow Virtual Terminal to successfully function in a Windows 98<sup>®</sup> environment. If this download and install fails for some reason, proceed through the following steps.

Go to [Start] + [Run] (see Figure 15-15).

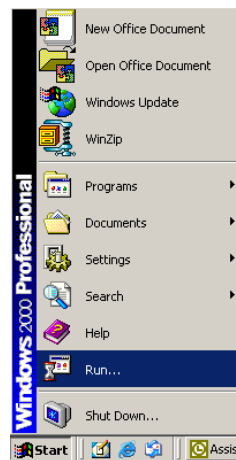


Figure 15-15

In the command line, type `regedit` (see Figure 15-16), and click <OK>.

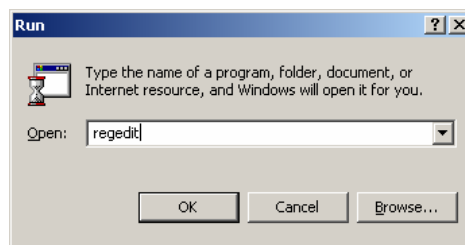


Figure 15-16

This will open up the Registry Editor, a window similar to Windows Explorer (see Figure 15-17).

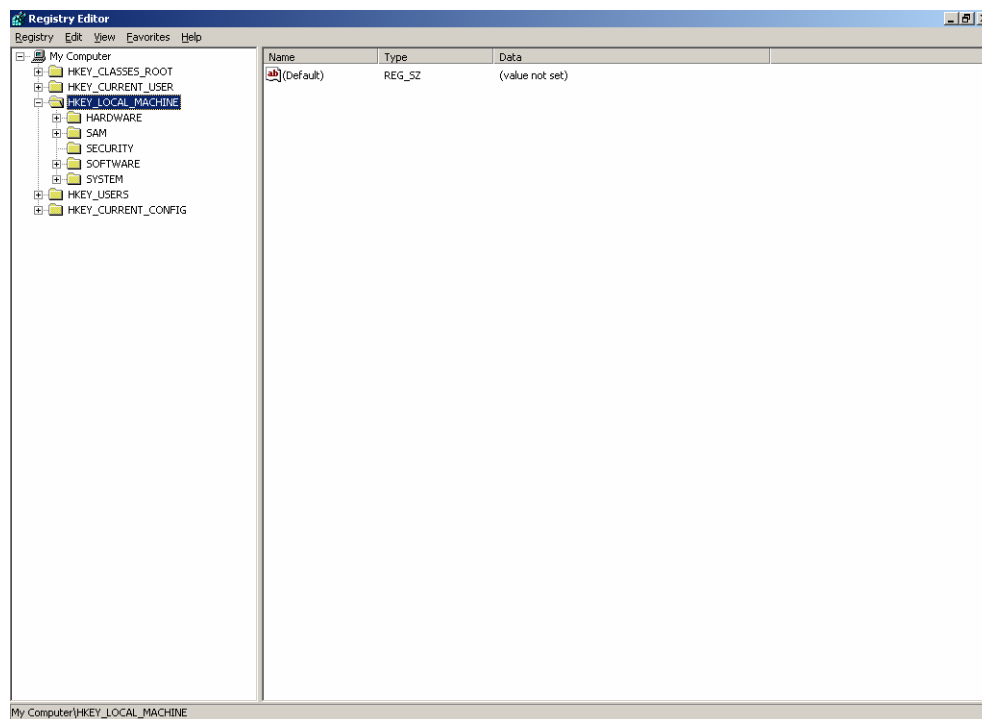


Figure 15-17

Here, you need to expand *HKEY\_LOCAL\_MACHINE* by clicking on the “+” to the left of the name, and find *SOFTWARE* (see Figure 15-18).

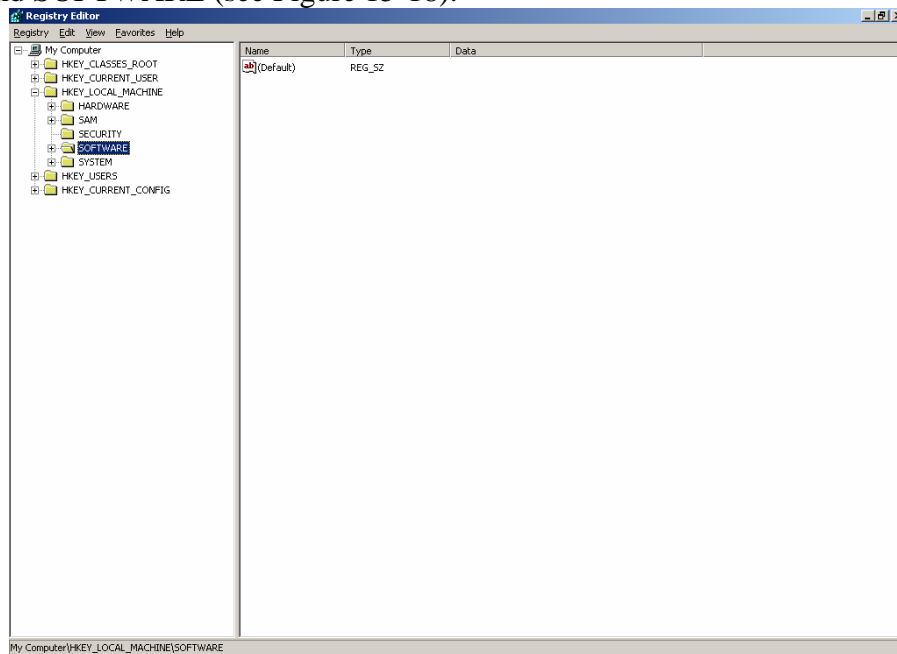


Figure 15-18

Expand *SOFTWARE* in the same way, and find *Transactional Technologies* (see Figure 15-19).

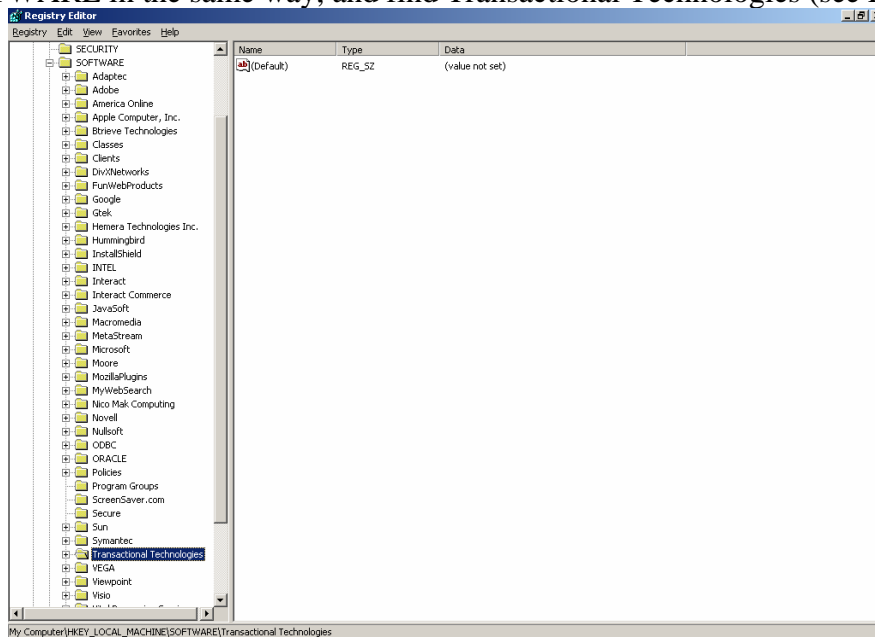


Figure 15-19

Expand *Transactional Technologies* using the “+” sign, and click on *Jetpay Credit Card Gateway COM Library* (see Figure 15-20).

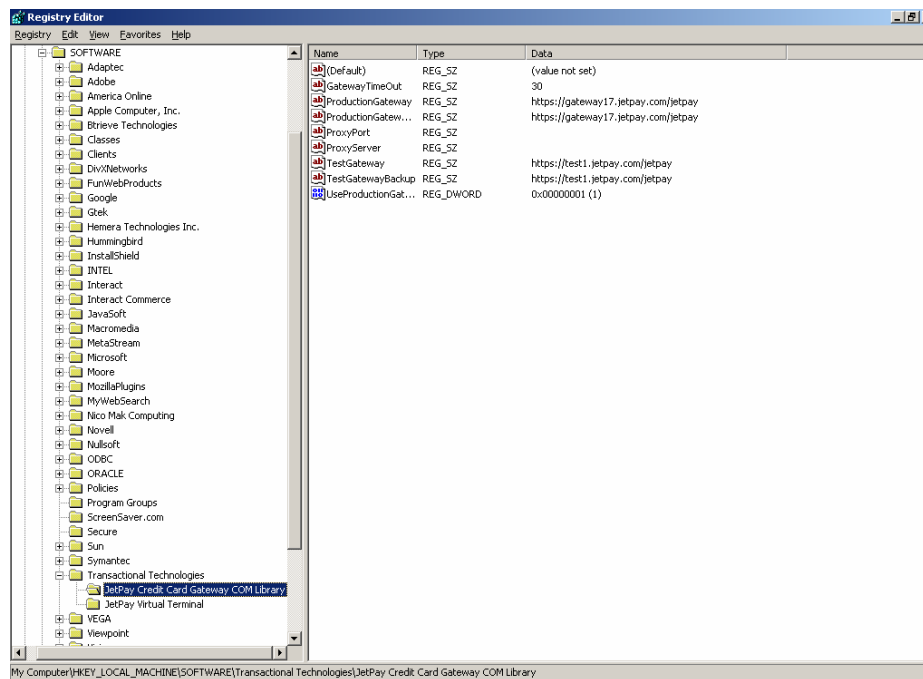


Figure 15-20

Now, in the upper menu, go to [Edit] + [New] + [DWORD Value] (see Figure15-21).

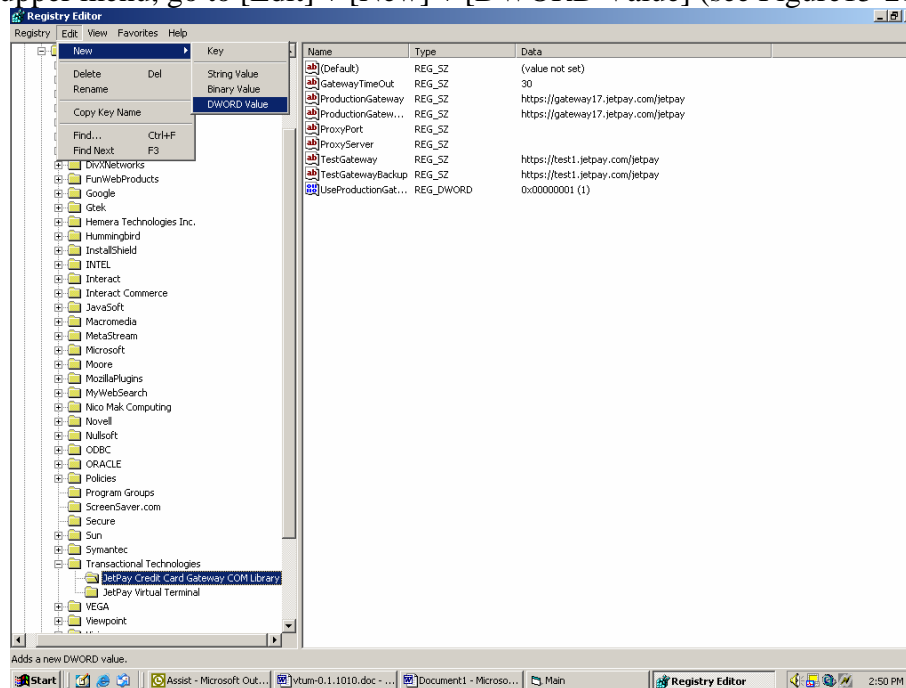


Figure 15-21

This will create a new file on the right hand side of the screen (see Figure 15-22). Click on this value, *New Value #*.

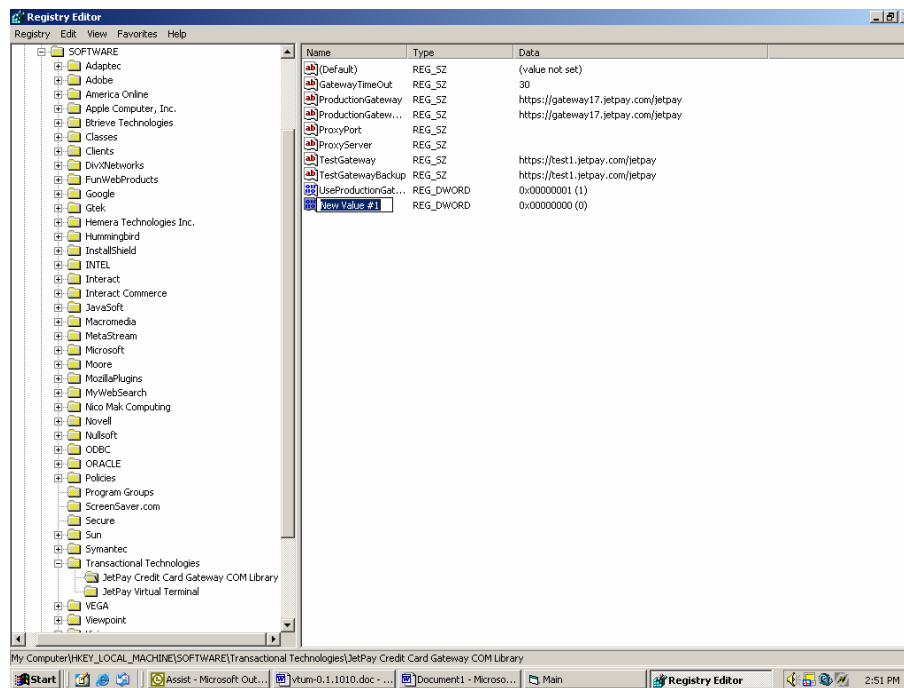


Figure 15-22

Now, in the upper menu, go to [Edit] + [Rename] (see Figure 15-23).

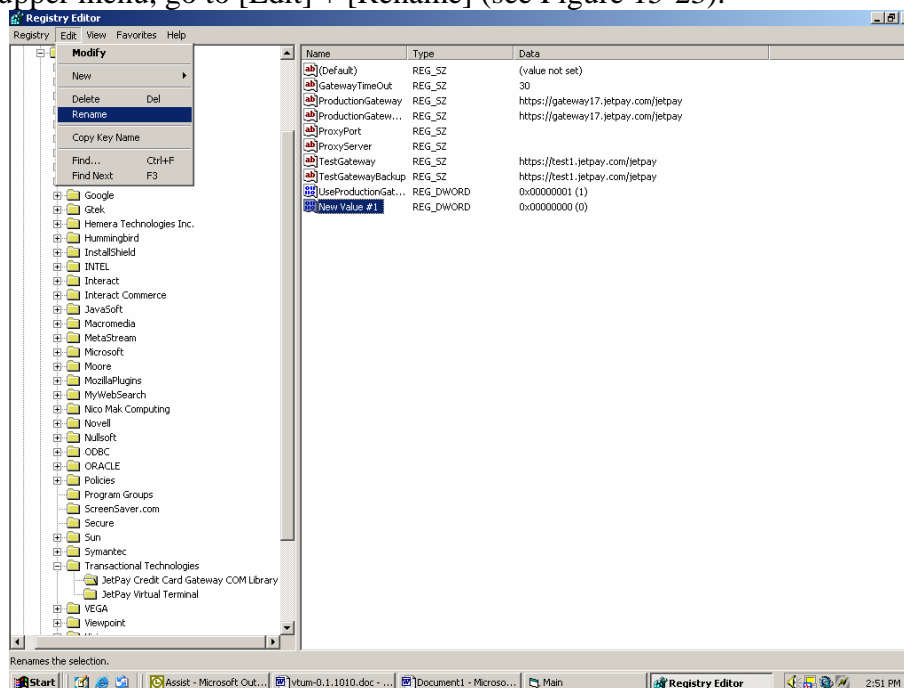


Figure 15-23

Type in UseWinInet (see Figure 15-24), and hit Enter.

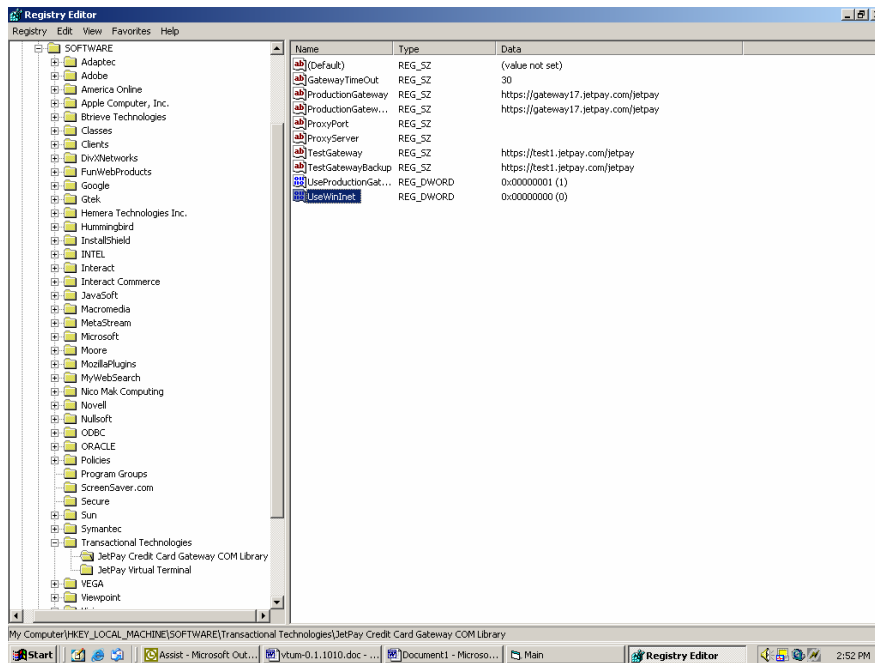


Figure 15-24

Now, return to the upper menu, and select [Edit] + [Modify] (see Figure 15-25).

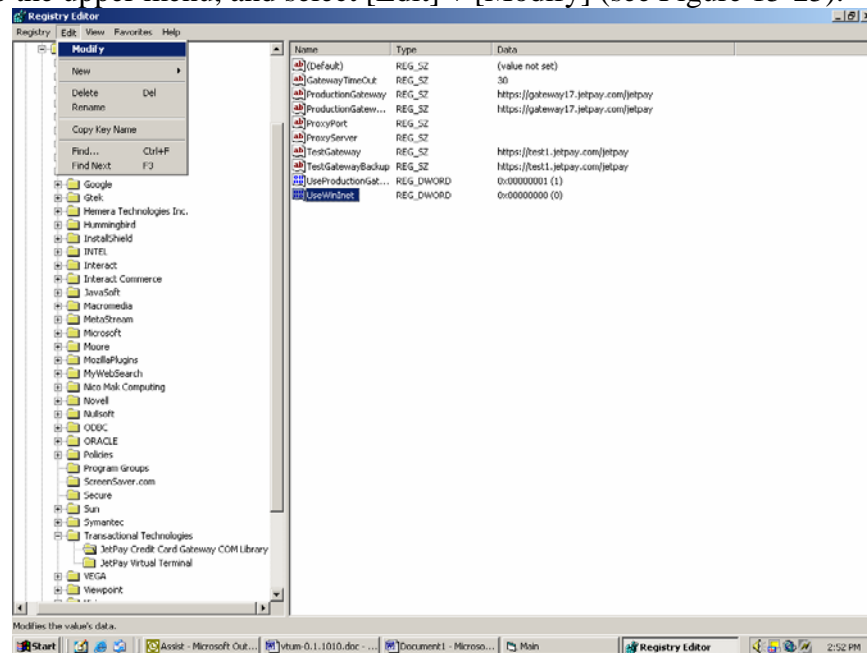


Figure 15-25

This will open up an edit box (see Figure 15-26).

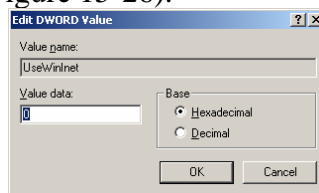


Figure 15-26

In the field titled *Value Data*: type in the number 1. In *Base*, select the option for Hexadecimal (see Figure 15-27).

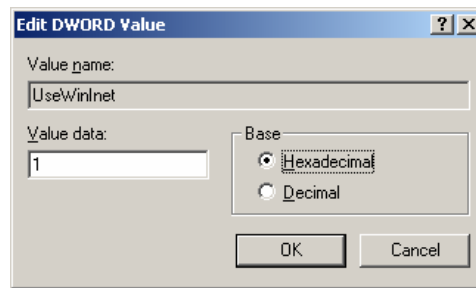


Figure 15-27

Now, click <OK>, and exit from the Registry (see Figure 15-28).

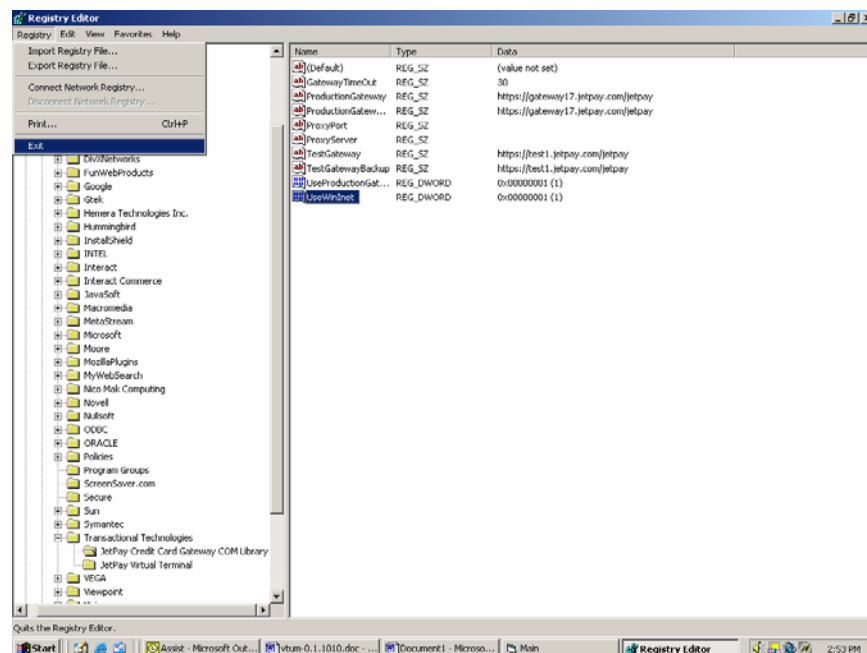


Figure 15-28

Now, Virtual Terminal should operate correctly on a Windows 98<sup>®</sup> system.

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